

Annexure A



APPLICATION TO REGISTER A LEARNERSHIP



Documents to accompany this application form:

- The relevant SAQA qualification document downloaded from the SAQA website.
- If the applying SETA is not the accredited ETQA for the qualification associated with the learnership, proof of adequate arrangements with the relevant ETQA must be attached.

Learnership registration number : <u>27Q270038191213</u>
Learnership registration date: _____
Learnership review date: _____
SETA responsible for learnership: <u>W&RSETA</u>
ETQA accredited for qualification associated with the learnership: <u>W&RSETA</u>
(For official use only)

1. SETA information

1.1 Name of SETA: _____W&RSETA_____

1.2 Name of Chamber (if applicable): _____N/A_____

1.3 Details of SETA official responsible for preparing the application

1.3.1 Name: Sipho Shoba

1.3.2 Telephone number: 012 622 9500

1.4 SETA's Telephone number: 012 622 9500

1.5 SETA's fax number: N/A

1.6 SETA's postal address: N/A

1.7 SETA's e mail address: sshoba@wrseta.org.za

2. Qualification information

- 2.1 Title of qualification associated with the learnership: **National Certificate: Wholesale and Retail Operations**
- 2.2 SAQA qualification ID number: **63409**
- 2.3 NQF level: **Level 3**
- 2.4 Expiry date of the qualification: **2023-06-30**
- 2.5 Minimum number of credits of the qualification: **120 Credits**
- 2.6 Entry level requirements for the qualification: **Communications and Mathematical Literacy NQF Level 2.**
- 2.7 Name of ETQA accredited for the qualification: **Wholesale and Retail Seta.**

3. Learnership information

- 3.1 Is this an application to register a new learnership or to replace an existing learnership?

(Tick relevant box)

3.1.1 new learnership

3.1.2 learnership to replace an existing learnership

- 3.2 If replacing an existing learnership, indicate the following:

3.2.1 Name of existing learnership:

This qualification replaces:

Qual ID	Qualification Title	NQF Level	Min Credits	Replacement Status

3.2.2 Number of existing learnership: **0**

- 3.3 Learnership title: **National Certificate: Wholesale and Retail Forecourt Supervision**

3.4 Review date of the learnership: 30 June 2018

3.5 Minimum number of credits to be earned through the learnership: **120**

3.6 Related occupation (as per Organising Framework for Occupations – OFO):
- **Retail Supervisor (Forecourt Supervisor)**

3.7 Occupation code (as per Organising Framework for Occupations – OFO):
- **522201**

4. Learnership identification

- 4.1 How was the need for this learnership identified?

(tick the relevant box or boxes)

- SETA sector skills plan
- Skills plans from “adjacent” SETAs
- SETA commissioned research
- Workplace skills plans
- Scarce skills list
- Generally available research (specify): _____

Other (specify): **The stakeholders’ forum consists of various key role players within the sector which includes but not limited to the following: Wholesalers, Retailers, Franchisers, FET and HET Colleges, Private Training providers, and the QMB.**

4.2 What needs will the learnership address?

The Forecourt Supervisor Skills Learnership falls within the ambit of the Standard Industry Classification (SIC) code 63500 and will address the skills gaps as identified in the Sector Skills Plan as well the industry regulations as set out by the Motor Industry Bargaining Council (MIBCO). The recognition of a registered vocational qualification (as a learnership in this instance) will contribute favourably to regulating conditions of employment within the sector and will assist in making people employable according to the MIBCO skills based employment grading system.

In the retail fuel industry, customer service and safety are of paramount importance. The Forecourt Supervisors also has a commercial responsibility through their interaction with employees and customers and also ensure that fuel station runs at a profit. This learnership sets out to provide the specific skills sets for learners to be effective Forecourt Supervisors.

4.3 What is the specific purpose of the learnership?

This learnership is aligned to the NQF Level 2 National Certificate: Wholesale and Retail Operations qualification and the FET Certificate: Generic Management, which falls within the scope of the W&RSETA and will allow the SETA to provide support to the fuel retail industry to up-skill the workforce, create a career path for service station attendants and ensuring individuals are more employable. The learnership will enable the learners to acquire a recognised occupational title, namely: Retail Supervisor (Fuel Station Forecourt Supervisor); OFO code 522201. This occupational title is recognised by industry, statutory bodies and government structures and matches the listed description and tasks of the Retail Supervisor and Fuel Pump Attendant, which are specific and designated responsibilities of Retail Supervisor (Fuel Station Forecourt Supervisor), namely:

Descriptions:

- Sells fuel, lubricants and other automotive accessories;
- Supervise and coordinate the activities of shop sales assistants, checkout operators and other workers in retail and wholesale shops;

Tasks:

- Taking orders and making arrangements for payment, delivery and collection of goods or for provision of services;
- Displaying and demonstrating items for sale;
- Providing services such as fuelling, cleaning and lubricating;
- Selling fuel, lubricants and other automotive products at service stations;
- Answering questions and offering advice on the use of goods and services;
- Ensuring that safety procedures are enforced;
- Taking inventory of goods for sale and ordering new stock;
- Examining returned goods and deciding on appropriate action;
- Instructing staff on sales procedures, including how to handle difficult or complex cases;
- Planning and preparing work schedules and assigning staff to specific duties;
- Ensuring that goods and services are correctly priced and displayed; and
- Ensuring that customers receive prompt service.

5 Learnership outline in case of unit standards based qualification

Occupation name	Retail Supervisor				Occupation number	522201		
Learnership title	National Certificate: Wholesale and Retail Forecourt Supervision				Credit value of this learnership	120		
Qualification title	National Certificate: Wholesale and Retail Operations				Qualification registration number	63409		
Qualification expiry date	2023-06-30	NQF registration level	3		Credit value of qualification	120		
ETQA accredited for qualification	W&RSETA							
Purpose of the learnership								
This learnership is aligned to the NQF Level 2 National Certificate: Wholesale and Retail Operations qualification and the FET Certificate: Generic Management, which falls within the scope of the W&RSETA and will allow the SETA provide support to the fuel retail industry to up-skill the workforce, create a career path for fuel pump attendants and get people to be more employable.								
Entry level requirements for the learnership Communications and Mathematical Literacy NQF Level 1.								
Unit Standard Title	US number	NQF Level	Credit value	Specific Outcomes for each Unit Standard	Percentage of learning at:		Specified Practical Workplace Experience Activities	Notional Hours
					Training Provider	Work Place		
Fundamental Unit Standards								
Accommodate audience and context needs in oral/signed communication	119472	Level 3	5	<ul style="list-style-type: none"> - Interact successfully in oral/signed communication. - Use strategies that capture and retain the interest of an audience. 	30	70	<ul style="list-style-type: none"> • Use strategies that capture and retain the interest of an audience. • Interact successfully in oral/signed communication. 	50
Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	9010	Level 3	2	<ul style="list-style-type: none"> - Convert numbers between the decimal number system and the binary number system. - Work with numbers in different ways to express size and magnitude. 	70	30	<ul style="list-style-type: none"> - Convert numbers between the decimal number system and the binary number system. - Work with numbers in different ways to express size and magnitude. 	20
Describe, apply, analyze and calculate shape and motion in 2-and 3-dimensional space in different contexts	9013	Level 3	4	<ul style="list-style-type: none"> - Explore, describe and represent, interpret and justify geometrical relationships and conjectures. - Measure, estimate, and calculate physical quantities in practical situations. 	70	30	<ul style="list-style-type: none"> - Explore, describe and represent, interpret and justify geometrical relationships and conjectures. - Measure, estimate, and calculate physical quantities in practical situations. 	40

Interpret and use information from texts	119457	Level 3	5	<ul style="list-style-type: none"> - Use a range of reading and/or viewing strategies to understand the literal meaning of specific texts. - Use strategies for extracting implicit messages in texts. 	80	20	<ul style="list-style-type: none"> - Use a range of reading and/or viewing strategies to understand the literal meaning of specific texts. - Use strategies for extracting implicit messages in texts 	50	
Investigate life and work related problems using data and probabilities	9012	Level 3	5	<ul style="list-style-type: none"> - Represent, analyse and interpret data using various techniques. - Use random events to explore and apply, probability concepts in simple life. 	70	30	<ul style="list-style-type: none"> - Represent, analyse and interpret data using various techniques. • Use random events to explore and apply, probability concepts in simple life. 	50	
Use language and communication in occupational learning programmes	119467	Level 3	5	<ul style="list-style-type: none"> - Access and use available learning resources. - Use learning strategies. 	60	40	<ul style="list-style-type: none"> - Access and use available learning resources. - Use learning strategies. 	50	
Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	7456	Level 3	5	<ul style="list-style-type: none"> - Use mathematics to debate aspects of the national economy. - Use simple and compound interest to make sense of and define a variety of situations. 	70	30	<ul style="list-style-type: none"> - Use mathematics to debate aspects of the national economy. - Use simple and compound interest to make sense of and define a variety of situations. 	50	
Write/present/sign texts for a range of communicative contexts	119465	Level 3	5	<ul style="list-style-type: none"> - Write/sign for a specified audience and purpose. - Draft own writing/signing and edit to improve clarity and correctness. 	40	60	<ul style="list-style-type: none"> - Write/sign for a specified audience and purpose. - Draft own writing/signing and edit to improve clarity and correctness 	50	
TOTAL 36				TOTAL		490	310	TOTAL 360	
Core Unit Standards									
Define the core concepts of the wholesale and retail environment	114895	Level 2	10	<ul style="list-style-type: none"> • Demonstrate an understanding of the concept of shrinkage and losses within a Wholesale. • Demonstrate an understanding of the wholesale & retail business environment. 	60	40	<ul style="list-style-type: none"> - Demonstrate an understanding of the concept of shrinkage and losses within a Wholesale. - Demonstrate an understanding of the wholesale & retail business environment. 	100	
Apply theft, fraud and safety controls in a Wholesale and Retail outlet	258161	Level 3	8	<ul style="list-style-type: none"> • Respond to emergency situations. • Explain how to deal with theft and fraud in a wholesale and retail outlet. 	30	70	<ul style="list-style-type: none"> - Respond to emergency situations. - Explain how to deal with theft and fraud in a wholesale and retail outlet 	80	

Build customer relations in an operational unit	258156	Level 3	10	<ul style="list-style-type: none"> • Create positive customer perceptions. • Interact with customers. 	30	70	<ul style="list-style-type: none"> - Create positive customer perceptions. - Interact with customers. 	100
Explain the factors that impact on the bottom line of a Wholesale and Retail unit	258155	Level 3	10	<ul style="list-style-type: none"> • Explain how net profit is arrived at in an operational unit. • Explain how own job can impact on the bottom line of a business. 	60	40	<ul style="list-style-type: none"> - Explain how net profit is arrived at in an operational unit. - Explain how own job can impact on the bottom line of a business. 	100
TOTAL 38					TOTAL		TOTAL 380	
Compulsory Elective Unit Standards								
Motivate and Build a Team	242819	Level 4	10	<ul style="list-style-type: none"> • Explaining the importance of motivating a team. • Demonstrating an understanding of self and team members in a workplace. • Applying theories of motivation and group dynamics. • Implementing a plan of action to strengthen a team. • Providing feedback and recognising achievements. 	30	70	<ul style="list-style-type: none"> • Explaining the importance of motivating a team. • Demonstrating an understanding of self and team members in a workplace. • Applying theories of motivation and group dynamics. • Implementing a plan of action to strengthen a team. • Providing feedback and recognising achievements. 	100
Prioritise time and work for self and team	242811	Level 4	5	<ul style="list-style-type: none"> • Creating, implementing and maintaining a personal and team task list. • Using and maintaining a diary. • Prioritising personal and team tasks. • Implementing and maintaining a task list. 	30	70	<ul style="list-style-type: none"> • Creating, implementing and maintaining a personal and team task list. • Using and maintaining a diary. • Prioritising personal and team tasks. • Implementing and maintaining a task list. 	50
Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	258160	Level 3	8	<ul style="list-style-type: none"> • Identifying products and ranges in the store. • Identifying product features. • Explaining the benefits of product features. • Explaining post-purchase product care. 	30	70	<ul style="list-style-type: none"> • Identifying products and ranges in the store. • Identifying product features. • Explaining the benefits of product features. • Explaining post-purchase product care. 	80

Apply knowledge of self and team in order to develop a plan to enhance team performance	13912	Level 3	5	<ul style="list-style-type: none"> • Understanding him/herself as worker in a specific position. • Identifying own role in an organisation. • Understanding the dynamics within a specific group. • Using a variety of strategies to deal with potential conflict in a team or group. • Developing a plan of action to enhance team performance 	30	70	<ul style="list-style-type: none"> • Understanding him/herself as worker in a specific position. • Identifying own role in an organisation. • Understanding the dynamics within a specific group. • Using a variety of strategies to deal with potential conflict in a team or group. • Developing a plan of action to enhance team performance 	50
Communicate in an assertive manner with clients and fellow workers	9506	Level 4	4	<ul style="list-style-type: none"> • Identify assertive behaviour and discuss the advantages. • Understand the importance of assertiveness as an important tool to use to communicate effectively. • Use different techniques to be assertive. 	30	70	<ul style="list-style-type: none"> • Identify assertive behaviour and discuss the advantages. • Understand the importance of assertiveness as an important tool to use to communicate effectively. • Use different techniques to be assertive. 	40
Apply occupational health, safety and environmental principles	113852	Level 3	10	<ul style="list-style-type: none"> • Identify hazards. • Evaluate and report hazards. • Apply preventative measures (including training) in the workplace. • Explain, use and comply with relevant legislation and regulations. • Gather and organise OHS information from the workplace. 	30	70	<ul style="list-style-type: none"> • Identify hazards. • Evaluate and report hazards. • Apply preventative measures (including training) in the workplace. • Explain, use and comply with relevant legislation and regulations. • Gather and organise OHS information from the workplace. 	100
Total			42	Total	180	420	Total	420
General Elective Unit Standards.								
Count stock for a stock-take	114891	2	5	<ul style="list-style-type: none"> • Perform post stock count housekeeping functions. • Count stock. 	30	70	<ul style="list-style-type: none"> - Perform post stock count housekeeping functions. - Count stock 	50
			5		30	70		50
Total credits 121					880	1020	Total notional hours 1210	

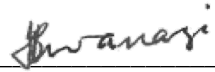
7. Declaration by SETA

We declare that this application is a true and accurate reflection of the learnership, the qualification associated with the learnership and the rationale for the learnership.

Signed on this 09 day of November 2022

at **Centurion Pretoria**

SETA Chief Executive Officer: Mr Tom Mkhwanazi
Name


Signature

Chief Operations Officer: Mr Siphoshe Shoba
Name


Signature

