

**Course Name:** National Certificate: Wholesale and Retail Operations Supervision

**SAQA ID:** 49397

**NQF:** 4

**Credits:** 135

**Duration:** 12 Months

**Course Outline:**

| Module                                                       | Explanation                                                                                                                                  | Credits | SAQA ID | NQF |
|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|---------|---------|-----|
| Lead a team and supervise Customer Service Standards         | Lead a team by guiding, motivating, and managing staff, and supervise customer service by ensuring high standards and handling improvements. | 15      | 13917   | 3   |
|                                                              |                                                                                                                                              |         | 118028  | 4   |
| Lead and motivate a team                                     | Lead and motivate a team by guiding members, setting goals, resolving conflicts, and encouraging high performance.                           | 15      | 13947   | 4   |
|                                                              |                                                                                                                                              |         | 13952   | 4   |
| <i>Analyse and Supervise Financial Performance</i>           | Monitor and evaluate finances to ensure effective budgeting, compliance, and profitable decision-making.                                     | 12      | 117156  | 4   |
|                                                              |                                                                                                                                              |         | 118037  | 4   |
| <i>Supervise Promotional Activities</i>                      | Oversee and coordinate promotional activities to ensure they are effective, on-brand, and goal-oriented.                                     | 8       | 118033  | 4   |
| <i>Build Customer Relations</i>                              | Create and maintain positive customer relationships to ensure satisfaction and loyalty.                                                      | 10      | 258156  | 3   |
| <i>Supervise stock counts, Housekeeping and Loss control</i> | Oversee inventory, maintain workplace standards, and minimize losses to ensure efficiency and security.                                      | 22      | 118043  | 4   |
|                                                              |                                                                                                                                              |         | 118029  | 4   |
|                                                              |                                                                                                                                              |         | 118045  | 4   |
| <i>Fundamental Mathematics</i>                               | Use basic mathematical skills to solve everyday problems and interpret numerical information.                                                | 18      | 9016    | 4   |
|                                                              |                                                                                                                                              |         | 7468    | 4   |

|                                  |                                                                                      |           |              |          |
|----------------------------------|--------------------------------------------------------------------------------------|-----------|--------------|----------|
|                                  |                                                                                      |           | <b>9015</b>  | <b>4</b> |
| <i>Fundamental Communication</i> | Communicate clearly and effectively in various contexts, both orally and in writing. | <b>50</b> | <b>8975</b>  | <b>4</b> |
|                                  |                                                                                      |           | <b>12155</b> | <b>4</b> |
|                                  |                                                                                      |           | <b>8969</b>  | <b>3</b> |
|                                  |                                                                                      |           | <b>8976</b>  | <b>4</b> |
|                                  |                                                                                      |           | <b>8970</b>  | <b>3</b> |
|                                  |                                                                                      |           | <b>8976</b>  | <b>4</b> |
|                                  |                                                                                      |           | <b>8970</b>  | <b>3</b> |
|                                  |                                                                                      |           | <b>8974</b>  | <b>4</b> |
|                                  |                                                                                      |           | <b>8968</b>  | <b>3</b> |
|                                  |                                                                                      |           | <b>9303</b>  | <b>3</b> |
|                                  |                                                                                      |           | <b>9302</b>  | <b>3</b> |