



BCONSULT

Further Education Training Certificate
WHOLESALE AND RETAIL OPERATIONS

NQF Level 2 | SAQA ID 58206 | 120 Points | 12 Months

Further Education Training Certificate:

Wholesale and Retail Operations – NQF Level 2

SAQA ID: 58206 | Credits: 120 | Duration: 12-month | QCTO Learnership

1. Course Overview

The National Certificate: Wholesale and Retail Operations (NQF Level 2) equips learners with the essential skills, knowledge, and attitudes required to perform effectively within the wholesale and retail environment. This qualification provides foundational competencies for individuals entering the industry and supports career progression across various operational areas such as customer service, merchandising, stock control, administration, and help desk functions.

Learners are introduced to the operational dynamics of the wholesale and retail sector, gaining practical experience and theoretical understanding to operate efficiently within a business context. The qualification promotes employability, supports entrepreneurship, and contributes to the economic sustainability of the wholesale and retail industry in South Africa.

2. Learning Outcomes

On completion of this programme, learners will be able to:

- Understand and operate effectively within the wholesale and retail environment.
- Apply communication and numeracy skills relevant to the industry.
- Deliver excellent customer service to meet operational and client expectations.
- Demonstrate competence in one or more areas of specialisation, such as:
 - Chain store operations
 - SME (Small and Medium Enterprise) retail operations
 - External merchandising operations
 - Wholesale operations
 - Help desk operations
- Maintain safety, security, and quality standards in the workplace.
- Contribute to business efficiency through effective stock handling, merchandising, and administrative practices.

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3. A Qualified Learner Will Be Able To:

- Explaining the structure and dynamics of the wholesale and retail sector.
- Performing operational functions according to industry standards.
- Communicating effectively with customers and colleagues.
- Applying basic business calculations and record-keeping in the workplace.
- Demonstrating competence in a selected specialisation area, including chain store, SME, merchandising, wholesale, or help desk operations.
- Maintaining safe, secure, and customer-focused environments.

Entry Requirements

Learners must demonstrate competence in:

- **Communication at NQF Level 1**
- **Mathematical Literacy at NQF Level 1**

There is open access to learners who meet these minimum requirements or possess equivalent competencies through work experience or prior learning.

Recognition of Prior Learning (RPL):

Learners may achieve the qualification in part or in full through RPL. Evidence of prior learning—formal, informal, or non-formal—may be assessed against the relevant unit standards to determine competence. All RPL processes are subject to quality assurance by the relevant ETQA or delegated authority.

4. International Comparability

This qualification aligns closely with international standards and practices in the wholesale and retail field. Comparisons were made with qualifications in the **United Kingdom, Australia, and Singapore**, which are regarded as leaders in vocational training within this sector.

Comparable international qualifications include:

- **Certificate in Retail Operations (Level 2 and 3)** – United Kingdom
- **WRR20102 / WRR30202 Certificate in Retail Operations** – Australia
- **Certificate in Retail Operations** – Singapore Workforce Development Agency

Core themes such as **merchandising, customer service, communication, point-of-sale operations, safety and security, and stock control** are consistent across all qualifications. The South African qualification is unique in offering **distinct specialisation streams**, providing learners with flexibility and relevance to local industry needs.

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5. Occupational Trainer – NQF Level 4 Certification

Foundational Occupational Qualification:

This qualification serves as a foundation for the **Occupational Trainer** stream within the **Occupational Qualifications Sub-framework (OQSF)** and is aligned to **NQF Level 2**.

6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Retail Sales Assistant
- Merchandiser
- Shelf Packer or Stock Clerk
- Cashier or Point-of-Sale Operator
- Warehouse Picker / Dispatcher
- Customer Service or Help Desk Representative
- SME Retail Assistant or Store Operator
- External Merchandiser (FMCG)
- Wholesale Sales or Distribution Assistant

Graduates may also pursue self-employment or small business operations within the retail or wholesale environment.

7. Learning Options

This qualification can be achieved through the following learning modes:

- **Full-Time Study** – Institution-based learning with structured practical components.
- **Part-Time Study** – Flexible learning for employed learners.
- **Workplace-Based Learning** – Learnerships or apprenticeships combining theoretical learning and practical workplace experience.
- **Recognition of Prior Learning (RPL)** – For individuals with prior industry experience seeking formal recognition of their competencies.

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