



BCONSULT

Further Education Training Certificate
WHOLESALE AND RETAIL DISTRIBUTION

NQF Level 2 | SAQA ID 49280 | 120 Points | 12 Months

Further Education Training Certificate:

Wholesale and Retail Distribution – NQF Level 2

SAQA ID: 49280 | Credits: 120 | Duration: 12-month | QCTO Learnership

1. Course Overview

The National Certificate in Wholesale and Retail Distribution (NQF Level 2) is designed to equip learners with foundational knowledge and skills across key areas of wholesale and retail distribution. The qualification focuses on stock handling, customer service, point of sale operations, and general administrative functions, enabling learners to perform effectively in a variety of wholesale and retail contexts.

This qualification is suitable for employees already working in Wholesale, Distribution, or Mail Order Retail, as well as for youth, unemployed adults, or career changers seeking to enter the sector. It supports career progression, workplace productivity, and lifelong learning, providing a foundation for further education in the Further Education and Training band.

2. Learning Outcomes

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

- Communicate effectively in verbal and written formats.
- Apply mathematical concepts relevant to wholesale and retail operations.
- Perform stock-related functions including receiving, packing, and stocktaking.
- Understand the operational environment of wholesale and retail, including business flow, departments, and target markets.
- Maintain a safe and secure working environment.
- Execute point of sale transactions accurately and efficiently.
- Manage customer accounts and offer credit facilities.
- Perform administrative and office functions professionally.
- Handle and pack food and non-food items according to safety and hygiene standards.
- Provide high-quality customer service.
- Conduct inbound and outbound call centre operations in a commercial environment.
- Plan and manage their own personal and professional development.

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008

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3. A Qualified Learner Will Be Able To:

- Communicate and present information effectively for various audiences.
- Apply mathematical reasoning and calculations in retail and wholesale contexts.
- Handle stock efficiently, minimizing loss and maintaining accurate records.
- Understand the core concepts and operational flow of wholesale and retail environments.
- Ensure safety and compliance with occupational health standards.
- Operate point of sale systems and manage cash handling procedures.
- Administer customer accounts and manage credit facilities responsibly.
- Perform administrative tasks with accuracy and professionalism.
- Provide excellent customer service and resolve complaints appropriately.
- Conduct call centre operations according to organisational standards.
- Identify opportunities for career progression and plan personal development pathways.

Entry Requirements

- Competence in communication and mathematical literacy at **NQF Level 1**.
- Recognition of Prior Learning (RPL) is accepted, allowing learners to achieve the qualification in full or in part through workplace experience and prior learning evidence.

4. International Comparability

This qualification has been benchmarked internationally against similar programs:

- **National Certificate in Distribution (NC 0990)** – New Zealand
- **Scottish Vocational Qualification in Distribution, Warehousing and Storage Operations (G6PG)** – Scotland
- **Certificate II in Transport and Distribution (Warehousing) (TDT 20197)** – Australia

No equivalent qualifications were found in Namibia, Zimbabwe, Nigeria, or Asia.

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5. Occupational Trainer – NQF Level 2 Certification

This qualification is a National Certificate registered at NQF Level 2 (pre-2009 Level 2), carrying a total of 120 credits. It provides foundational competence in wholesale and retail distribution, enabling learners to perform effectively in entry-level roles within the sector.

Learners completing this qualification may pursue further learning opportunities and career advancement within wholesale, retail, and related fields.

Assessment and moderation of this qualification require that all assessors and moderators be registered with the relevant ETQA and hold a qualification higher than NQF Level 2.

6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Stock Clerk or Warehouse Assistant
- Retail Sales Assistant
- Distribution Centre Operator
- Mail Order or E-Commerce Order Processor
- Customer Service Representative
- Point of Sale Operator
- Junior Administrative Officer

This qualification also provides a foundation for vertical articulation to higher-level qualifications in wholesale, retail, and administration (NQF Levels 3–5).

7. Learning Options

- Full-time or part-time study in accredited institutions.
- Workplace-based learning with integrated assessment.
- Recognition of Prior Learning (RPL) to formally recognize experiential learning.
- Blended learning approaches, including online and in-person instruction.

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