



BCONSULT

Further Education Training Certificate
WHOLESALE AND RETAIL OPERATIONS

NQF Level 3 | SAQA ID 63409 | 120 Points | 12 Months

Further Education Training Certificate:

Wholesale and Retail Operations – NQF Level 3

SAQA ID: 63409 | Credits: 120 | Duration: 12-month | QCTO Learnership

1. Course Overview

The National Certificate: Wholesale and Retail Operations (NQF Level 3) provides learners with the essential knowledge and applied competence required to perform effectively within operational roles across the wholesale and retail environment. This qualification bridges the learning gap between the NQF Level 2 National Certificate in Wholesale and Retail Operations and higher-level qualifications such as the FET Certificate in Generic Management.

Learners are equipped with practical and theoretical skills in areas such as stock control, cash handling, sales and marketing, customer service, credit control, merchandising, and the management of perishable goods. The programme is designed to enhance both individual career prospects and workplace productivity, contributing to improved service standards and organisational performance within the retail and wholesale sector.

This qualification also supports workforce development, employment creation, and business growth particularly within South Africa's expanding formal and informal trade sectors.

2. Learning Outcomes

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

- Ensuring a positive and professional customer experience in a wholesale or retail business unit.
- Understanding and explaining how employees influence organisational objectives and profitability.
- Administering stock movement and maintaining accurate inventory records.
- Managing point-of-sale procedures, cash control, and financial administration.
- Controlling credit accounts and managing customer credit risk.
- Providing effective sales services in retail or wholesale environments.
- Promoting and preparing perishable food products in line with hygiene and safety standards.
- Advising customers on cosmetic and related products.
- Executing visual merchandising and display techniques to drive sales.
- Supervising forecourt personnel in service station environments.

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3. A Qualified Learner Will Be Able To:

- Deliver efficient and customer-focused service to enhance the shopping experience.
- Apply organisational policies to ensure safety, security, and loss prevention.
- Explain and monitor the impact of stock and cash flow on business profitability.
- Perform operational tasks related to stock receiving, dispatching, balancing, and control.
- Execute point-of-sale and cash-handling functions accurately and securely.
- Manage customer credit applications and accounts in compliance with legal and company procedures.
- Sell and promote products effectively, applying detailed product and industry knowledge.
- Apply visual merchandising and display techniques aligned with marketing strategies.
- Supervise team members to meet service and performance standards.
- Uphold occupational health, safety, and hygiene practices in all operational activities.

Entry Requirements

Learners entering this qualification should ideally have achieved:

- **Communication at NQF Level 2;** and
- **Mathematical Literacy at NQF Level 2.**

Access to the Qualification:

- Open access is permitted to learners who meet the basic entry requirements.
- Learners with prior experience in wholesale or retail operations may apply for **Recognition of Prior Learning (RPL)** towards the achievement of this qualification.

4. International Comparability

This qualification aligns closely with equivalent qualifications offered internationally, including:

- **United Kingdom:** Certificate in Retail Operations (Level 3) – comparable in stock control, customer relations, and store operations.
- **Singapore:** Certificate in Retail Operations – aligns with core areas such as merchandising, customer service, and safety practices.
- **Australia:** Certificate III in Retail Operations – comparable in sales, inventory management, and product knowledge.
- **New Zealand:** National Certificate in Retail (Level 3) – parallels in customer service, sales, and merchandising.

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- **United States of America:** Retail Operations (Virginia Department of Human Resources) – similar in focus on customer service, cash management, and merchandising.
- **Botswana:** National Intermediate Certificate in Wholesale and Retail (Sales and Administration) – comparable in stock control, safety, sales, and product knowledge.

The qualification is therefore aligned with global standards and best practices in the wholesale and retail operations field.

5. Occupational Trainer – NQF Level 3 Certification

This qualification forms part of the Occupational Qualifications Sub-Framework (OQSF) and is quality assured by W&RSETA.

It is positioned at NQF Level 3, which corresponds to the Occupational Certificate: Retail or Wholesale Operations Practitioner within the Wholesale and Retail occupational pathway.

6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Retail Sales Assistant
- Wholesale Sales Representative
- Merchandiser or Visual Display Assistant
- Stock Controller or Warehouse Assistant
- Cashier or Point-of-Sale Operator
- Credit Control Assistant
- Perishable Foods Sales Assistant
- Cosmetics Consultant
- Forecourt Supervisor
- Informal or Small Business Owner

This qualification also supports career advancement into supervisory and management positions within the retail and wholesale environments.

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7. Learning Options

The **National Certificate: Wholesale and Retail Operations (NQF Level 3)** can be completed through the following learning pathways:

- **Full Qualification Programme:** Delivered over 12–18 months via structured classroom and workplace-based learning.
- **Recognition of Prior Learning (RPL):** Available for learners with relevant work experience in retail or wholesale operations.
- **Blended Learning:** Combines in-person facilitation, workplace practice, and online learning resources (where applicable).
- **Learnership Delivery:** Offered in partnership with accredited training providers and employers under W&RSETA funding or private sponsorship.

Learning programmes incorporate theoretical knowledge, practical workplace exposure, and integrated assessments to ensure holistic competence.

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