



BCONSULT

Occupational Certificate

RETAIL SUPERVISOR

NQF Level 4 | SAQA ID 99573 | 100 Points | 12 Months

Occupational Certificate:

Retail Supervisor – NQF Level 4

SAQA ID: 99573 | Credits: 100 | Duration: 12-month | QCTO Learnership

1. Course Overview

The **Occupational Certificate: Retail Supervisor** equips learners with the knowledge, skills, and practical experience required to function effectively as retail supervisors.

Retail Supervisors play a critical role in managing and coordinating the work of teams, maintaining operational standards, and ensuring customer service excellence in wholesale and retail environments. This qualification addresses the sector's need for competent supervisors who can lead teams, minimise losses, and support organisational success. It is particularly suited for individuals already employed in retail or wholesale, providing progression opportunities into supervisory roles.

2. Learning Outcomes

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

- Plan and delegate tasks to team members to ensure completion within set timeframes.
- Monitor and improve work performance, service standards, and loss control.
- Analyse and resolve customer complaints in line with organisational policies, promoting customer loyalty.

KNOWLEDGE MODULES

| Curriculum Code | Knowledge Module | NQF Level | Credits |
|-----------------|--|-----------|---------|
| 522201000-KM-01 | Concepts and principles of supervising Wholesale or Retail staff | 4 | 10 |
| 522201000-KM-02 | Concepts and principles of monitoring and improving performance | 4 | 4 |
| 522201000-KM-03 | Concepts and principles for the implementation and maintenance of retail or wholesale operations | 4 | 3 |
| 522201000-KM-04 | Concepts and principles of enhancing customer service | 4 | 3 |

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008

Durban: 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

Cape Town: Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

Retail Supervisor – NQF Level 4

SAQA ID: 99573 | Credits: 100 | Duration: 12-month | QCTO Learnership

PRACTICAL SKILLS MODULES

| Curriculum Code | Practical Skills Module | NQF Level | Credits |
|-----------------|--|-----------|---------|
| 522201000-PM-01 | Supervise retail or wholesale staff | 4 | 6 |
| 522201000-PM-02 | Monitor and control the work performance of a team | 4 | 6 |
| 522201000-PM-03 | Supervise operations | 4 | 4 |
| 522201000-PM-04 | Supervise service to internal and external retail and wholesales customers | 4 | 2 |
| 522201000-PM-05 | Resolve queries and complaints from internal and external retail and wholesale customers | 4 | 2 |

WORKPLACE MODULES

| Curriculum Code | Workplace Module | NQF Level | Credits |
|-----------------|--|-----------|---------|
| 522201000-WM-01 | Processes and procedures for supervising wholesale and retail staff | 4 | 30 |
| 522201000-WM-02 | Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet | 4 | 20 |
| 522201000-WM-03 | Processes and procedures for enhancing customer service in a wholesale or retail outlet | 4 | 10 |

3. **A Qualified Learner Will Be Able To:**

- Supervise and coordinate retail or wholesale staff.
- Implement and maintain retail or wholesale operations.
- Identify performance gaps and apply corrective measures.
- Enhance customer service standards.
- Resolve customer complaints and queries in ways that encourage repeat business and loyalty.

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008
Durban: 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

Cape Town: Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

Occupational Certificate:

Retail Supervisor – NQF Level 4

SAQA ID: 99573 | Credits: 100 | Duration: 12-month | QCTO Learnership

Entry Requirements

- A National Senior Certificate or equivalent at **NQF Level 4**, including Mathematical Literacy and Communication.
- Recognition of Prior Learning (RPL) is available for experienced candidates who meet the access requirements.

4. International Comparability

This qualification compares favorably with the Team Leading Level 2 NVQ Certificate offered by the Oxford Cambridge Examinations Board in the United Kingdom.

Both qualifications focus on developing supervisory and leadership skills for employees entering management roles in retail or wholesale settings. They share an emphasis on planning, allocating, and monitoring work, encouraging innovation, and supporting customer-focused service delivery.

5. Occupational Trainer – NQF Level 4 Certification

- Occupational Certificate aligned to **NQF Level 4** under the **Occupational Qualifications Sub-Framework (OQSF)**.
- External Integrated Summative Assessment conducted by a QCTO Assessment Quality Partner is required for certification.

6. Potential Career Opportunities

Graduates of this programme can pursue supervisory or junior management roles across retail and wholesale operations, such as:

- Retail Supervisor
- Department Supervisor
- Customer Service Supervisor
- Sales Floor Supervisor
- Stock or Inventory Supervisor
- Team Leader in Wholesale/Retail Environments

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008

Durban: 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

Cape Town: Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

Occupational Certificate:

Retail Supervisor – NQF Level 4

SAQA ID: 99573 | Credits: 100 | Duration: 12-month | QCTO Learnership

7. Learning Options

This qualification is available through:

- **Accredited Skills Development Providers** offering structured learning programmes.
- **Workplace-based learning**, allowing learners to gain practical experience while studying.
- Recognition of Prior Learning (RPL) for experienced individuals seeking formal certification.

Contact Details

Email

sales@bconsult.co.za

info@bconsult.co.za

Phone

+27 31 536 8167

+27 87 222 7137

+27 31 536 8467

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008

Durban: 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

Cape Town: Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

www.bconsult.co.za