



BCONSULT

Occupational Certificate

RETAIL STORE MANAGER

NQF Level 6 | SAQA ID 91789 | 507 Points | 12 Months

Retail Store manager – NQF Level 6

SAQA ID: 91789 | Credits: 507 | Duration: 12-month | QCTO Learnership

1. Course Overview

The Occupational Certificate: Retail Manager (Retail Store Manager) is designed to equip learners with the advanced knowledge, skills, and work experience required to manage all aspects of a retail store or business unit.

This programme prepares learners to address the dynamic challenges of the retail environment, including customer expectations, supply chain complexities, financial sustainability, and regulatory compliance.

Graduates of this qualification will have the competencies to operate sustainably, enhance customer service standards, lead high-performing teams, and ensure the strategic success of retail establishments across various formats, from independent stores to franchise outlets.

2. Learning Outcomes

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

- Communicate effectively with diverse stakeholders using appropriate tools and strategies.
- Analyse, interpret, and act on financial information to improve business performance.
- Manage employee performance and development to achieve business goals.
- Oversee stock management, supply chain logistics, and supplier relationships.
- Plan, implement, and evaluate marketing strategies to grow retail operations.
- Control operational risks, safeguard assets, and ensure compliance with health, safety, and security standards.
- Lead operational planning to optimise efficiency and customer experience.

KNOWLEDGE MODULES

Curriculum Code	Knowledge Module	NQF Level	Credits
142103001-KM-01	Retailing	6	20
142103001-KM-02	Customer Service in Retail	6	15
142103001-KM-03	Asset and Risk Management in Retail	6	15
142103001-KM-04	Retail Marketing	6	15
142103001-KM-05	Retail Management	6	15

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142103001-KM-06	Retail Financial Management	6	15
142103001-KM-07	Communication in Retail	5	5
142103001-KM-08	Human Resource Management in Retail	6	20
142103001-KM-09	Logistics and the Supply Chain in Retail	6	15

PRACTICAL SKILLS MODULES

Curriculum Code	Practical Skills Module	NQF Level	Credits
142103001-PM-01	Manage people and relationships	5	8
142103001-PM-02	Manage operational processes	5	6
142103001-PM-03	Manage workforce planning processes	5	10
142103001-PM-04	Manage employee performance	6	12
142103001-PM-05	Plan and control service standards	6	10
142103001-PM-06	Build stakeholder relationships	6	10
142103001-PM-07	Plan and manage stock	6	9
142103001-PM-08	Price, merchandise and store stock	6	7
142103001-PM-09	Manage supplier performance and relationships	6	8
142103001-PM-10	Optimise stock performance	6	8
142103001-PM-11	Develop marketing and sales plans	6	18
142103001-PM-12	Develop and interpret financial documents	6	7
142103001-PM-13	Manage cash flow	6	5
142103001-PM-14	Work with financial accounts and business plans	6	12
142103001-PM-15	Manage and mitigate risk	6	20
142103001-PM-16	Manage assets	6	8

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WORKPLACE MODULES

Curriculum Code	Workplace Module	NQF Level	Credits
142103001-WM-01	Operational planning and implementation	6	20
142103001-WM-02	Human resources management	6	16
142103001-WM-03	Industrial relations	6	12
142103001-WM-04	Management of customer shopping experience	6	12
142103001-WM-05	Stakeholder engagement	6	16
142103001-WM-06	Stock management	5	12
142103001-WM-07	Supply chain management	6	12
142103001-WM-08	Sales management	6	16
142103001-WM-09	Marketing management	6	16
142103001-WM-10	Cash management	6	16
142103001-WM-11	Financial management	6	20
142103001-WM-12	Financial control	6	20
142103001-WM-13	Risk management	6	16
142103001-WM-14	Asset management	6	10

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

- Manage employees in a retail business.
- Manage services, service standards, and stakeholder relations in a retail environment.
- Manage stock, supply chain, and logistics operations.
- Oversee and implement retail marketing initiatives.
- Manage the financial functions of a retail store.
- Safeguard assets and mitigate risks and losses.

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Entry Requirements

Learners must hold:

- A **NQF Level 4 qualification** (or equivalent), which may be achieved through a process of **Recognition of Prior Learning (RPL)**.
- Foundational retail or business management knowledge is advantageous.

4. International Comparability

Retail management qualifications are globally recognised and range from skills-based certificates to advanced diplomas and postgraduate degrees.

The South African **Occupational Certificate: Retail Manager** aligns closely with the **UK's Level 5 BTEC Higher National Diploma in Retail Management**, sharing core focus areas such as:

- Retail operations and customer service
- Financial and supply chain management
- Retail marketing and strategy

Unlike the BTEC, the South African qualification includes a significant **work experience component**, ensuring learners gain practical exposure while mastering academic content.

5. Occupational Trainer – NQF Level 6 Certification

This qualification is registered as an **Occupational Certificate at NQF Level 6** on the Occupational Qualifications Sub-Framework (OQSF).

It is suitable for progression from foundational qualifications such as:

- National Certificate in Wholesale and Retail Operations (NQF Level 4)
- Further Education and Training Certificates in retail-related fields.

Successful completion enables articulation into higher-level qualifications such as Advanced Occupational Certificates or Bachelor's Degrees in Retail or Business Management.

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6. Potential Career Opportunities

Graduates of this programme can pursue diverse roles, including:

- Retail Store Manager / General Manager
- Franchise Owner or Manager
- Specialist Manager in Supply Chain, Logistics, or Operations
- Distribution Centre or Regional Retail Manager
- Specialist roles in Procurement, Marketing, Customer Experience, or Risk Management
- Senior leadership or Chief Executive positions within the retail sector.

7. Learning Options

The programme may be offered through:

- **Full-time study** at accredited training providers.
- **Part-time or blended learning** options, including online theory with workplace-based practical training.
- **Workplace learning** under the guidance of approved mentors or supervisors.

An **external integrated summative assessment** conducted by the QCTO Assessment Quality Partner is required for certification.

Learners must provide evidence of successful completion of all modules and a signed **Statement of Work Experience** to access the final assessment.

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