



BCONSULT

Further Education Training Certificate

WHOLESALE AND RETAIL OPERATIONS SUPERVISION

NQF Level 4 | SAQA ID 49397 | 120 Points | 12 Months

Wholesale and Retail Operations Supervision – NQF Level 4

SAQA ID: 49397 | Credits: 120 | Duration: 12-month | QCTO Learnership

1. Course Overview

The National Certificate in Wholesale and Retail Operations Supervision (NQF Level 4) is designed to equip learners with the supervisory, operational, and people management skills required to function effectively in the wholesale and retail sector. This qualification focuses on team leadership, operational control, customer service supervision, and compliance with key business and labour legislation.

Learners will gain the applied competence needed to supervise teams, ensure the efficient operation of retail outlets, and implement performance and loss control systems. The qualification forms part of a structured learning pathway within the wholesale and retail industry, supporting career progression from entry-level operational roles to management positions at NQF Level 5.

2. Learning Outcomes

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

- Communicate effectively in both oral and written forms within a wholesale and retail environment.
- Apply mathematical and statistical knowledge to solve business and financial problems.
- Supervise stock counts, sales performance, housekeeping, and loss control measures.
- Oversee and enhance customer service standards.
- Lead and motivate teams to achieve organisational objectives.
- Apply the core management functions within a business environment.
- Ensure compliance with health, safety, and labour legislation relevant to retail operations.
- Manage risk, promotions, budgets, and meetings effectively in a retail context.

3. A Qualified Learner Will Be Able To:

- **Supervise operational performance** – including sales, stock management, and loss control.
- **Lead and motivate teams** – applying leadership principles and motivational techniques.
- **Apply customer service standards** – ensuring quality interactions and efficient query resolution.
- **Implement workplace policies and compliance** – including the Occupational Health and Safety Act and Labour Relations Act.
- **Manage financial and promotional activities** – through budgeting, cost control, and promotion supervision.
- **Communicate and report effectively** – in both first and second languages, across diverse business contexts.
- **Apply business mathematics and data analysis** – for decision-making and performance improvement.

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Entry Requirements

Learners are assumed to have:

- Communication and Literacy skills at **NQF Level 3**.
- Mathematical Literacy at **NQF Level 3**.

Access to the qualification may also be achieved through **Recognition of Prior Learning (RPL)**, based on workplace experience or previously acquired skills. Learners applying through RPL must submit a **Portfolio of Evidence** demonstrating relevant competence.

4. International Comparability

This qualification aligns closely with comparable international retail supervisory qualifications, ensuring global relevance while maintaining local contextual focus. Equivalent qualifications include:

- **New Zealand:** National Certificate in Retail (NQF0995)
- **United Kingdom:** EDEXCEL Level 3 BTEC National Diploma in Retail (100/3045/1)
- **Australia:** Certificate III in Retail Supervision (WRR 30102)

These international benchmarks confirm that the South African qualification meets recognized global standards for retail supervision and management competency.

5. Occupational Trainer – NQF Level 4 Certification

The foundational certification for this programme is the **National Certificate: Wholesale and Retail Operations Supervision at NQF Level 4**, accredited under the Occupational Qualifications Sub-Framework (OQSF) and quality assured by the W&RSETA.

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

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6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Retail Supervisor
- Sales Floor Supervisor
- Department Supervisor
- Stock Control Supervisor
- Customer Service Supervisor
- Loss Control Coordinator
- Assistant Store Manager

Learners may also pursue entrepreneurial ventures or further studies toward management qualifications in related fields.

7. Learning Options

This qualification can be achieved through multiple learning pathways, ensuring accessibility for employed and unemployed learners alike:

- **Full-time Study:** Structured classroom-based or blended learning through accredited training providers.
- **Workplace-Based Learning:** Integrated on-the-job learning and assessment.
- **Learnerships:** Employer-sponsored structured learning programmes aligned with industry practice.
- **Recognition of Prior Learning (RPL):** For experienced professionals seeking formal recognition of existing competencies.

Assessment includes **integrated formative and summative evaluations**, combining theoretical and practical components to demonstrate applied competence within the workplace.

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