



BCONSULT

Occupational Certificate

RETAIL CHAIN STORE MANAGER

NQF Level 5 | SAQA ID 103150 | 106 Points | 12 Months

Occupational Certificate:

Retail Chain Store Manager – NQF Level 5

SAQA ID: 103150 | Credits: 106 | Duration: 12-month | QCTO Learnership

1. Course Overview

The Occupational Certificate: Retail Chain Store Manager equips learners with the knowledge, practical skills, and workplace experience needed to manage the operations of a retail chain store effectively.

This qualification addresses the sector's demand for competent managers who can lead teams, maintain service standards, oversee stock and assets, and improve financial performance in a dynamic retail environment.

Learners will gain a comprehensive understanding of retail operations, customer service excellence, stock control, risk management, and financial optimisation. The programme combines classroom learning, practical application, and work experience to prepare learners for management roles in large retail chains.

2. Learning Outcomes

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

- Maintain and improve customer service standards in a retail chain store.
- Manage stock levels and control inventory effectively.
- Plan, implement, and monitor daily retail store operations.
- Minimise shrinkage, losses, and risks in a retail environment.
- Analyse financial performance and implement strategies to improve profitability.

KNOWLEDGE MODULES

Curriculum Code	Knowledge Module	NQF Level	Credits
142103001-KM-01	Concept and principles of retail operations management	5	4
142103001-KM-02	Concept and principles of communication in retail	4	4
142103001-KM-03	Concepts and principles of leading teams in a retail chain store environment	5	7
142103001-KM-04	Concept and Principles of managing service standard of a retail chain store	5	2
142103001-KM-05	Concepts and principles of stock and control in a retail chain store	5	3

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142103001-KM-06	Concept and principles of implementing promotional activities in a retail store	5	3
142103001-KM-07	Concept and principles of improving the financial performance of a retail chain	5	3

PRACTICAL SKILLS MODULES

Curriculum Code	Practical Skills Module	NQF Level	Credits
142103001-PM-01	Manage retail chain store employee performance	5	3
142103001-PM-02	Manage retail chain store operational processes	5	2
142103001-PM-03	Manage retail chain store service standards	5	2
142103001-PM-04	Maintain effective retail chain store	5	2
142103001-PM-05	Manage stock control in a retail chain store	5	3
142103001-PM-06	Propose improvements to a retail chain store's range and layout	5	2
142103001-PM-07	Implement plans to improve sales in a retail chain store	5	2
142103001-PM-08	Implement plans to improve retail chain store's financial performance	5	2
142103001-PM-09	Manage risk and maintain assets in a retail chain store	5	3

WORKPLACE MODULES

Curriculum Code	Workplace Module	NQF Level	Credits
142103001-WM-01	Processes and procedures for planning and implementing retail chain store	5	9
142103001-WM-02	Processes and procedures for leading teams in a retail chain store environment	4	8
142103001-WM-03	Processes and procedures for managing retail chain store service standards	5	8
142103001-WM-04	Processes and procedures for maintaining effective retail chain store stakeholder relations	5	4

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142103001-WM-05	Processes and procedures for managing stock levels and influencing store range and layout	5	8
142103001-WM-06	Processes and procedures for improving the retail chain store's bottom line	5	8
142103001-WM-07	Processes and procedures for managing sales and promotional activities	5	6
142103001-WM-08	Processes and procedures for managing risk and maintaining assets in a retail chain store	5	8

3. A Qualified Learner Will Be Able To:

- Lead and supervise teams to achieve operational objectives.
- Manage service standards to enhance customer satisfaction.
- Control stock flow, evaluate performance reports, and address shortages or surpluses.
- Develop and implement sales and promotional plans.
- Propose and execute strategies to improve gross profit and reduce operational costs.
- Safeguard company assets and ensure compliance with risk management protocols.

Entry Requirements

Applicants must hold:

- A **National Senior Certificate (NSC)**, or
- A **National Certificate (Vocational) [NC(V)] at Level 4**.

Recognition of Prior Learning (RPL) is available for candidates who demonstrate relevant experience or learning achievements.

4. International Comparability

International research shows few standalone qualifications for retail chain store managers, with most global retailers providing in-house trainee management programmes. However, comparable outcomes exist in qualifications such as:

- **Scotland:** Higher National Certificate in Retail Management (SCQF Level 7).
- **Republic of Ireland:** Certificate in Retail Knowledge (NFQ Level 3).

These programmes share similar content in retail operations, customer service, stock management, finance, and loss prevention. The South African qualification is comparable in scope and complexity.

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5. Occupational Trainer – NQF Level 5 Certification

Learners must complete the **Foundational Learning Competence (FLC)** at **NQF Level 5** where applicable, as per QCTO requirements, to ensure sufficient proficiency in communication and mathematical literacy for occupational training.

6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Retail Chain Store Manager
- Assistant Store Manager
- Department or Floor Manager
- Trainee Retail Manager
- Operations Supervisor in large retail environments

Graduates may also advance to qualifications such as **Occupational Certificate: Facilities Manager (NQF Level 6)** or specialise in supply chain, merchandising, or operations management.

7. Learning Options

This qualification is offered through:

- **Full-time study** at accredited training providers.
- **Learnerships** or workplace-based learning programmes in partnership with retail organisations.
- **Recognition of Prior Learning (RPL)** for experienced retail supervisors seeking formal recognition.

The learning pathway comprises:

- **Knowledge Modules** (theoretical learning).
- **Practical Skills Modules** (applied competencies).
- **Work Experience Modules** (on-the-job training).

An **External Integrated Summative Assessment** conducted by the QCTO's Assessment Quality Partner (W&RSETA) is required for certification.

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