

EDUTEL

WHOLESALE & RETAIL SKILLS PROGRAMMES AND QUALIFICATIONS



2012

NOF levels 01, 02, 03, 04
and 05

EDUTEL

Wholesale and Retail
Academy



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Remember: We offer Wholesale and Retail skills programmes to suit your needs.

1. Declaration, Names of Directors, Chief Executive and Senior Management

I, the undersigned hereby declare that:

- Edutel Wholesale and Retail Academy (Pty) Ltd is registered with the Department of Education and is accredited/has applied for accreditation, to offer the programmes reflected in this brochure.
- Edutel Wholesale and Retail Academy (Pty) Ltd will not exceed the enrolment that the facilities and equipment can reasonably accommodate.
- Edutel Wholesale and Retail Academy (Pty) Ltd has sufficient space, equipment and instructional material to provide education and training to meet the standards to set and achieve the objectives of each programme.
- Edutel Wholesale and Retail Academy (Pty) Ltd will maintain full records of each student's admission, academic progress and assessment of learning in respect of each programme.
- All the sites listed in this application are administered and controlled by Edutel Wholesale and Retail Academy (Pty) Ltd.
- Edutel Wholesale and Retail Academy (Pty) Ltd has the necessary academic and support staff with appropriate qualifications and experience to achieve the objectives of each programme.
- Officials from authorised institutions will be allowed unconditionally to conduct site visits for purposes of verification and ensuring compliance with the conditions of registration.

AB Pelsler
CEO

Names of Directors, Chief Executive and Senior Management

Directors: Andries Pelsler
 Oscar Stephen Bashing
 Denise Ann Bonnell

Chief Executive Officer: Andries Bernardus Pelsler

Senior Management: Oscar Bashing Operations Manager
 Tricia van Gass - Quality Manager



2. Names and Qualifications of Academic Staff

Adams, CKM - B.ING, ND Electrical Engineering, Facilitator, Assessor
Bentley, M NHD Personnel Management, Advanced Diploma in ETD
Bhana, A BA, BA (Hons), HED, HRD
Botha, GS - BA, HOD
Botha, M BA, HOD, BA (Hons)
Ferreira, DP - THD, FDE: Youth Preparedness, FDE: Giftedness, NHD - Educational Management,
NC: Creativity Management and Coaching, NC: HR, NC: OD-ETDP NQF 5, ND: ETDP NQF 5,
NC: OD-ETDP NQF 6, Facilitator, Assessor, Moderator
Grantham, T BA, Diploma Education, Train the Trainer
Guilfoyle, R ETDP, HR Manager, Business Management, Labour Relations Diploma
Janse van Rensburg, A - HOD, BA, BA (Hons), Conduct Outcomes-based assessment
Lubbe, D ETDP
Luus, F - HOD, B. Tech., National Diploma in Electrical Engineering, Assessor, Moderator,
Facilitate a learning programme, Plan a learning programme
Schoultz, KB - ND: Management, SDF, Assessor, Moderator
Seaman, PM - HOD, FDE, Assessor
Steyn, T BA (Hons) Industrial Sociology, B.Tech Education (Post School)
Thomson, A BA
Zwane, D BA.Soc.SC., Diploma in Social Development, MBA
Westerveld, R Train the Trainer, Assessor, EMT-B, Bridges of Hope HIV/AIDS Trainer, various
Health and Safety courses

3. General Information

Our Mission

Our mission is to add value to our customers' businesses by providing the very highest quality skills development products and services possible. Our customer-support strategy is based upon total, no-compromise customer satisfaction and we continually strive to offer a complete package of up-to-date, value-added solutions to meet our customers' needs. We value, above all, our long-term customer relations.

Meet EDUTEL

- Edutel is a group of companies specialising in the fields of education and training, skills development and services.
- Edutel Wholesale and Retail Academy (Pty) Ltd is fully accredited with the W&RSETA Provider 63.
- All our programmes are approved by the Services W&RSETA.
- We are also a member of APPETD.
- We are provisionally registered with the Department of Education as a Private Further Education and Training College until 31 December 2013 (Registration number: 2007/FE07/008).

What we offer

Edutel offers fourteen different Wholesale and Retail qualifications on levels 01-05 and various skills programmes. We also cater for the convenience store industry.

Course material

Edutel makes use of its own developers and approved course material, assessment guides and instruments and sets a new standard when it comes to courseware development. We will continuously improve on our services.

Mode of delivery

Contact and/or distance or mixed mode.

Assessment and Moderation

All Edutel's assessors and moderators are accredited with the ETDP SETA and registered with the W&RSETA. Edutel also renders a service as far as instructional learning assessment and workplace assessment are concerned.

Where do we operate?

Edutel offers its qualifications and skills programmes in all major centres throughout South Africa, namely Pretoria, Johannesburg, Cape Town, Durban or wherever the need arises. We also render services internationally. Please enquire with us for the venue nearest to you. Courses can also be done via distance learning.

What if I can do certain activities already?

You will be able to apply for RPL assessment against certain unit standards. This means that evidence of your experience and previous studies could be used for an assessment process in order to declare you competent. This process is called Recognition of Prior Learning.



How to apply for RPL

Pre-entry phase

- The learner applies for assessment for recognition of learning.
- The learner is given the necessary information.
- A preliminary screening process takes place where the viability of an RPL assessment is determined.

Advice phase

- The evidence facilitator assists the candidate with the gathering of evidence and presentation of the Portfolio of Evidence.
- The function of the evidence facilitator is clearly defined as one of support and advice through the accumulation of evidence.
- The evidence facilitator only facilitates the process of evidence gathering: the candidate has the responsibility of undertaking this task.

Assessment phase

- The candidate compiles and submits a portfolio.
- The registered assessor assesses the portfolio.
- The assessor and the evidence facilitator will not be the same person.
 - a. Competent Assessor records results and submits candidate's evidence for moderation.
 - b. Not yet competent Assessor requests more evidence or sets further assessment activities.

Moderation phase

- The moderator moderates the assessment process.

- The moderator makes recommendations where necessary.
- The declaration of competence is confirmed.

Certification phase

- The candidate is issued with a certificate of competence.
- The necessary data is uploaded to the NLRD.

Employment opportunities

Should you be presently unemployed you may apply to Edutel to have your details placed on our employment database for employers to consider.

Learnerships

Duration: Learnership at NQF 01 - 12 months
Learnership at NQF 02 - 12 months
Learnership at NQF 03 - 12 months
Learnership at NQF 04 - 12 months
Learnership at NQF 05 - 12 months

Fees: See Insert

When can I register?

Anytime you are ready.

Do I have to buy extra books?

No, all material will be provided.

Do I have to be working before I register?

You must preferably be working in the relevant industry in order to gain the practical experience. Should you not be working in the industry and you only want to gain the knowledge component, you may register, but you will only receive a certificate to indicate that you have completed the knowledge component of the skills programme or qualification. You will only earn the credits linked to a unit standard of the qualification once you have also been declared competent on the workplace assessment (Portfolio of Evidence).

Competence-based Education

The courses listed are all competence-based. This means that learners must not only be declared competent on the knowledge component, but also the practical component of each unit standard.

Learners first do the knowledge component and add the practical later.

Language Policy

Our language of tuition is English.

Cancellation Policy

Cancellations of course fees will not be accepted once you are accepted and registered as a learner. Consideration will only be given to exceptional cases. You may cancel your studies, but you will remain liable to pay your course fees.

Learners' Financial Aid

Learners can arrange to pay their course fees by bank debit order, cash monthly, cash in advance, credit card or, in some cases, by salary stop order (Eduloan). Learners can apply for study loans at various financial institutions. W&RSETA may also make grants available from time to time. Contact W&RSETA at 012 676- 9000 for more information.

Student Support Services

Learners will be supported by our call centre at (011) 760-4251 should they need any assistance. Learners can also make an appointment with their facilitator/assessor should they so choose.



4. Course structure: NQF 01

GENERAL EDUCATION AND TRAINING CERTIFICATE: Adult Basic Education and Training

QUALIFICATION ID: 71751 (120 credits)

The General Education and Training Certificate (GETC) in Adult Basic Education and Training (ABET) is suitable for adult learners and will provide them with fundamental basics of general education learning. The purpose of the Qualification is to equip learners with foundational learning by acquiring knowledge, skills and values in specified Learning Areas. In addition, it also allows learners to choose Elective Unit Standards which relate to occupational type learning relevant to their area of interest or specialisation.

In particular, the Qualification aims to:

- Give recognition to learners who achieve and meet the necessary requirements and competencies as specified in the Exit-level Outcomes and Associated Assessment Criteria.
- Provide a solid foundation of general education learning which will help prepare learners and enable them to access Further Education and Training learning and qualifications, particularly occupational workplace-based or vocational qualifications.
- Promote lifelong learning to enable learners to continue with further learning.
- Prepare learners to function better in society and the workplace.

What exit-level outcomes will I have achieved:

Fundamental Component:

Language, Literacy and Communication:

1. Use a range of communication, language and learning strategies in a variety of contexts.

Mathematics and Mathematical Sciences:

2. Explain and use mathematical strategies, techniques and patterns to solve problems.

Mathematical Literacy:

3. Explain, select and use numbers, data and objects in everyday life situations.

Life Orientation:

Range: Legislation includes but is not limited to the Labour Act, Bill of Rights, South African Constitution, National Curriculum Statement.

4. Investigate the process of making informed choices in order to develop and maintain a healthy lifestyle and positive relationships.

Academic Learning Area and Vocational Specialisations:

The following set of generic Learning Outcomes applies to all the components/subjects of the Academic Learning Area and Vocational Specialisations associated with the Qualification:

- 5.1 Understand and use specific Learning Area knowledge, language and terminology.
- 5.2 Know and apply specific Learning Area skills.
- 5.3 Understand, analyse and apply the values related to the Learning Area.

Entrance requirements and/or learning assumed to be in place:

Literacy and numeracy skills in order to cope with the complexity of learning in this Qualification.

Accreditation status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

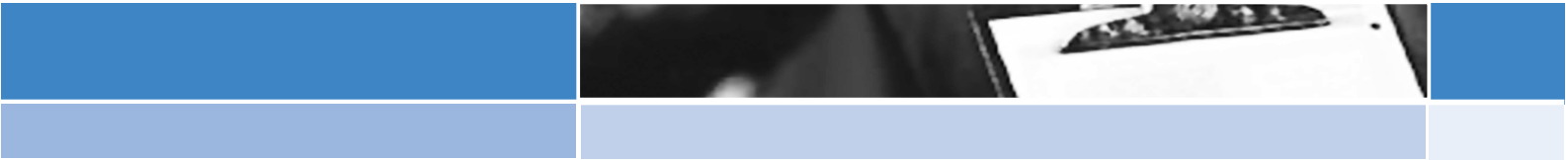
Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL	CORE 32 Credits	ELECTIVE 53 Credits
Compulsory unit standards <ul style="list-style-type: none"> • 119635 Engage in a range of speaking/signing and listening interactions for a variety of purposes, NQF 01 (6 credits) • 119631 Explore and use a variety of strategies to learn, NQF 01 (5 credits) 	<ul style="list-style-type: none"> • 14659 Demonstrate an understanding of factors that contribute towards healthy living, NQF 01 (4 credits) • 14569 Demonstrate an understanding of how to participate effectively in the workplace, NQF 01 (3 credits) 	<ul style="list-style-type: none"> • 259939 Describe wholesale and retail in South Africa, NQF 01 (4 credits) • 259937 Identify career opportunities in the wholesale and retail sector, NQF 01 (8 credits)



FUNDAMENTAL	CORE 32 Credits	ELECTIVE 53 Credits
<ul style="list-style-type: none"> • 119640 Read/view and respond to a range of text types, NQF 01 (6 credits) • 119636 Write/Sign for a variety of different purposes, NQF 01 (6 credits) <p>Total credits: 23</p> <p>Choose one of the following combinations:</p> <p>Mathematical Literacy</p> <ul style="list-style-type: none"> • 119373 Describe and represent objectives in terms of shape, space and measurement, NQF 01 (5 credits) • 119364 Evaluate and solve data handling and probability problems within given contexts, NQF 01 (5 credits) • 7450 Work with measurement in a variety of contexts, NQF 01 (2 credits) • 119632 Work with numbers, operations with numbers and relationships between numbers, NQF 01 (4 credits) <p>Total credits: 16</p>	<ul style="list-style-type: none"> • 14656 Demonstrate an understanding of sexuality and sexually transmitted infections including HIV/AIDS, NQF 01 (5 credits) • 14664 Demonstrate knowledge of diversity within different relationships in the South African society, NQF 01 (3 credits) • 14661 Demonstrate knowledge of self in order to understand one's identity and role within the immediate community and South African society, NQF 01 (3 credits) • 113966 Identify security, safety and environmental risks in the local environment, NQF 01 (6 credits) • 15092 Plan and manage personal finances, NQF 01 (5 credits) • 15091 Plan to manage one's time, NQF 01 (3 credits) 	<ul style="list-style-type: none"> • 259938 Identify the importance of customer service in wholesale and retail environment, NQF 01 (5 credits) • 117900 Plan self development, NQF 02 (10 credits) • 10007 Identify, analyse and select business opportunities, NQF 01 (3 credits) • 10008 Write and present a simple business plan, NQF 01 (7 credits) • 117887 Complete basic business calculations, NQF 02 (5 credits) • 119563 Engage in basic health promotion, NQF 01 (8 credits) • 119913 Use a personal budget to manage own money, NQF 02 (3 credits)



FUNDAMENTAL	CORE 32 Credits	ELECTIVE 53 Credits
<p>or</p> <p>Mathematics/Mathematical Science</p> <ul style="list-style-type: none">• 7464 Analyse cultural products and processes as representations of shape, space and time, NQF 01 (2 credits)• 7449 Critically analyse how mathematics is used in social, political and economic relations, NQF 01 (2 credits)• 7452 Describe, represent and interpret mathematical models in different contexts, NQF 01 (6 credits)• 7448 Work with patterns in various contexts, NQF 01 (4 credits) <p>Total credits: 14</p>		



5. Course structure: NQF 02

NATIONAL CERTIFICATE: Wholesale and Retail Distribution

QUALIFICATION ID: 49280 (120 credits)

The purpose of this certificate is to equip learners to understand, and acquaint themselves with the underlying principles of all of the major areas related to distribution within the Wholesale & Retail sector, thus enabling them to become more effective employees. The certificate further aims to provide career paths through various levels and areas of the Wholesale and Retail environment, thus promoting the notion of quality life-long learning. By assisting in the development of competence in the Wholesale and Retail field (arguably one of the bigger, more labour intensive and therefore important arenas for social and economic transformation in the country), this certificate will provide a stepping-stone for further learning in the Further Education and Training Band.

The certificate in Wholesale and Retail Distribution, NQF Level 02, is designed to meet the needs of the learners who are already employed and involved in Wholesale, Distribution or Mail Order Retail within the Wholesale and Retail field. Additionally, however, it may also allow access to, and meet the needs and aspirations of the youth and unemployed who wish to pursue a career in these areas, or in fields where this learning may be useful. This furthermore includes adult learners who want to enter the arena or develop their careers in one or more of the related sub-fields. As this certificate may

form part of a learning pathway it may allow mobility to persons operating at any level in the field.

This certificate provides learners with a grounding in all areas of distribution. This may enable them not only to increase their productivity within the Wholesale and Retail Sector but also to apply their learning in various other business environments.

What exit-level outcomes will I have achieved:

- Communicate both verbally and in writing.
- Understand and apply mathematics.
- Perform stock-related functions.
- Define the core concepts of the Wholesale and Retail environment.

Elective exit-level outcomes:

- Maintain a safe and secure Wholesale and Retail environment.
- Implement point-of-sale transactions and procedures.
- Offer and maintain a credit facility and customer accounts.
- Perform general administrative and office functions.
- Pack and handle food and non-food items.
- Deal with customers.
- Apply in and out-bound call centre operations within a commercial environment.
- Plan self-development.

Entrance requirements and/or learning assumed to be in place:

Communication and Mathematical Literacy at NQF Level 01.

Accreditation status

The programme is approved by the W&RSETA ETQA.

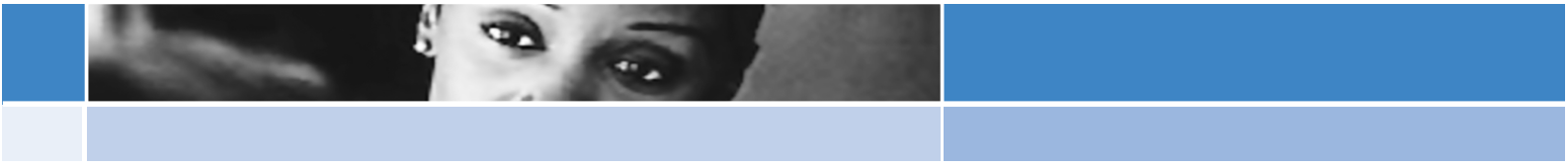
Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment

outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 Credits	CORE 39 Credits	ELECTIVE Choose 45 Credits
<ul style="list-style-type: none"> 8963 Access and use information from texts, NQF 02 (5 credits) 9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems, NQF 02 (3 credits) 7480 Demonstrate understanding of rational and irrational numbers and number systems, NQF 02 (3 credits) 9008 Identify, describe, compare, classify, explore shape and motion in 2-and 	<ul style="list-style-type: none"> 114891 Count stock for a stock-take, NQF 02 (5 credits) 114895 Define the core concepts of the wholesale and retail environment, NQF 02 (10 credits) 117898 Move, pack and maintain stock in a distribution centre/warehouse, NQF 02 (12 credits) 117899 Pick stock in a distribution centre/warehouse, NQF 02 (12 credits) 	<ul style="list-style-type: none"> 114897 Administer deliveries, NQF 02 (10 credits) 114908 Apply food safety practices in a wholesale and retail outlet, NQF 02 (7 credits) 14359 Behave in a professional manner in a business environment, NQF 02 (5 credits) 117887 Complete basic business calculations, NQF 02 (5 credits) 114910 Implement food-handling practices in wholesale and retail outlet, NQF 02 (8 credits)



FUNDAMENTAL 36 Credits	CORE 39 Credits	ELECTIVE Choose 45 Credits
<p>3-dimensional shapes in different contexts, NQF 02 (3 credits)</p> <ul style="list-style-type: none"> • 8962 Maintain and adapt oral communication, NQF 02 (5 credits) • 8967 Use language and communication in occupational learning programmes, NQF 02 (5 credits) • 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life, NQF 02 (2 credits) • 9007 Work with a range of patterns and functions and solve problems, NQF 02 (5 credits) • 8964 Write for a defined context, NQF 02 (5 credits) 		<ul style="list-style-type: none"> • 117892 Maintain a safe and secure environment in a distribution centre, NQF 02 (12 credits) • 114912 Maintain a safe and secure wholesale and retail environment, NQF 02 (10 credits) • 114899 Maintain the customer's account, NQF 02 (5 credits) • 14342 Manage time and work processes within a business environment, NQF 02 (4 credits) • 114919 Offer a credit facility, NQF 02 (8 credits) • 114902 Operate a computer in a Wholesale/Retail outlet, NQF 02 (6 credits) • 114893 Pack customer purchases at point of sales, NQF 02 (3 credits) • 114890 Perform office functions in a wholesale and retail outlet, NQF 02 (4 credits) • 114894 Process payment at a Point of Sales (POS), NQF 02 (10 credits) • 114889 Record transactions, NQF 02 (8 credits)



FUNDAMENTAL 36 Credits	CORE 39 Credits	ELECTIVE Choose 45 Credits
		<ul style="list-style-type: none">• 114909 Administer and control the organisation's deposits and floats, NQF 03 (8 credits)• 114905 Administer day-end cashing up procedures, NQF 03 (8 credits)• 117891 Despatch stock from a distribution centre, NQF 03 (12 credits)• 117897 Maintain stock balances in a distribution centre, NQF 03 (8 credits)• 114898 Minimise defaulting customer accounts, NQF 03 (5 credits)• 117901 Receive stock in a DC/Warehouse, NQF 03 (15 credits)• 114911 Resolve customer queries/complaints, NQF 03 (8 credits)• 114900 Sell products to customers in a Wholesale and Retail outlet, NQF 03 (12 credits)• 258175 Break bulk, pack and label stock, NQF 02 (8 credits)



6. Course structure: NQF 02

NATIONAL CERTIFICATE: Wholesale and Retail Operations

QUALIFICATION ID: 58206 (120 credits)

The National Certificate: Wholesale and Retail Operations, addresses skills and competencies for enabling entry-level employment and positions. The qualifying learner will to access opportunities for further development and training in the specialised areas of Wholesale and Retail such as:

- Operations
- Administration
- Merchandising
- Stock control
- Customer service
- Visual display merchandising
- Help desk operations.

After successful completion of this qualification learners will be able to:

- Understand the sector in which they work.
- Provide customers with a high level of service.
- Operate effectively and efficiently in their area of specialisation.

This qualification has been developed to allow people within the industry to advance in an area of specialisation or to move into other areas of specialisation in the sector.

What exit-level outcomes will I have achieved?

- Operate in the wholesale and retail environment.
- Interact with customers.
- Operate in a chain store environment.

Entrance requirements and/or learning assumed to be in place

Communication and Mathematical Literacy at NQF Level 01.

Accreditation status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

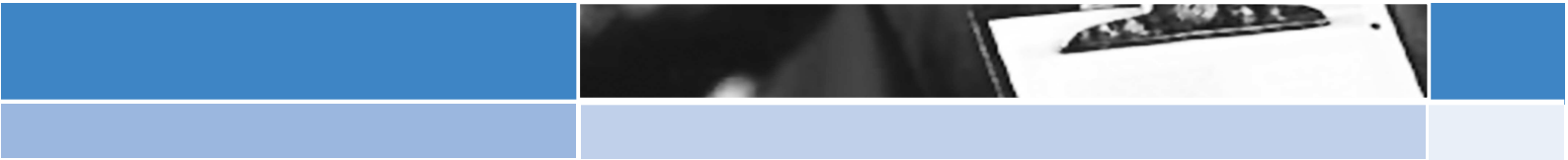
Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 Credits	CORE 23 Credits	ELECTIVE Choose 61 Credits
<ul style="list-style-type: none"> • 119463 Access and use information from texts, NQF 02 (5 credits) • 9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems, NQF 02 (3 credits) • 7480 Demonstrate understanding of rational and irrational numbers and number systems, NQF 02 (3 credits) • 9008 Identify, describe, compare, classify, explore shape and motion in 2- and 3-dimensional shapes in different contexts, NQF 02 (3 credits) • 119454 Maintain and adapt oral/signed communication, NQF 02 (5 credits) • 119460 Use language and communication in occupational learning programmes, NQF 02 (5 credits) • 7469 Use mathematics to investigate and monitor the financial aspects of 	<ul style="list-style-type: none"> • 117887 Complete basic business calculations, NQF 02 (5 credits) • 114895 Define the core concepts of the wholesale and retail environment, NQF 02 (10 credits) • 114903 Interact with customers, NQF 02 (8 credits) 	<p>You can choose to specialise in one of the following options:</p> <p><i>Option 1: Chain store operations</i></p> <p>The following unit standards are compulsory (43 credits)</p> <ul style="list-style-type: none"> • 114891 Count stock for a stock-take, NQF 02 (5 credits) • 114894 Process payment at a Point of Sales (POS), NQF 02 (10 credits) • 114889 Record transactions, NQF 02 (8 credits) • 114912 Maintain a safe and secure wholesale and retail environment, NQF 02 (10 credits) • 114906 Mark merchandise and maintain displays, NQF 02 (10 credits) <p><i>Option 2: External merchandising operations</i></p> <p>The following unit standards are compulsory (36 credits)</p> <ul style="list-style-type: none"> • 243679 Recommend order for clients in a



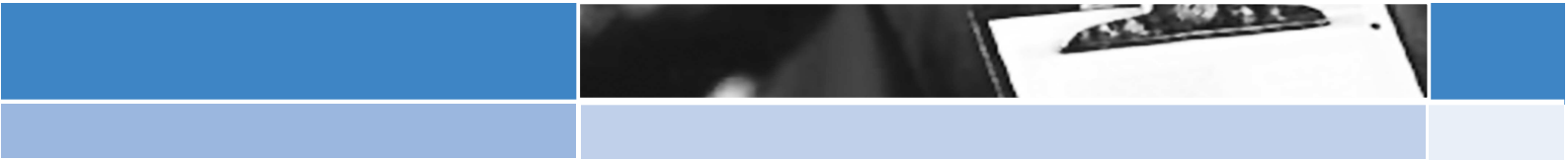
FUNDAMENTAL 36 Credits	CORE 23 Credits	ELECTIVE Choose 61 Credits
<p>personal and community life, NQF 02 (2 credits)</p> <ul style="list-style-type: none"> • 9007 Work with a range of patterns and functions and solve problems, NQF 02 (5 credits) • 119456 Write/present for a defined context, NQF 02 (5 credits) 		<p>FMCG environment, NQF 03 (8 credits)</p> <ul style="list-style-type: none"> • 243673 Identify the role of the FMCG merchandiser in the wholesale and retail industry, NQF 02 (8 credits) • 243681 Uplift stock for return, NQF 03 (5 credits) • 114891 Count stock for a stock-take, NQF 02 (5 credits) • 114906 Mark merchandise and maintain displays, NQF 02 (10 credits) <p><i>Option 3: Wholesale operations</i></p> <p>The following unit standards are compulsory (49 credits)</p> <ul style="list-style-type: none"> • 243680 Take orders from customers, NQF 03 (12 credits) • 243712 Address customer queries in wholesale environment, NQF 03 (10 credits) • 117899 Pick stock in a distribution centre/warehouse, NQF 02 (12 credits) • 114891 Count stock for a stock-take, NQF 02 (5 credits)



FUNDAMENTAL 36 Credits	CORE 23 Credits	ELECTIVE Choose 61 Credits
		<ul style="list-style-type: none"> • 114912 Maintain a safe and secure wholesale and retail environment, NQF 02 (10 credits) <p>For Chain store operations you must choose another 23 credits from the list below.</p> <p>For External merchandising operations you must choose another 30 credits from the list below.</p> <p>For Wholesale operations you must choose another 17 credits from the list below.</p> <ul style="list-style-type: none"> • 114897 Administer deliveries, NQF 02 (10 credits) • 114908 Apply food safety practices in a wholesale and retail outlet, NQF 02 (7 credits) • 14359 Behave in a professional manner in a business environment, NQF 02 (5 credits) • 114910 Implement food-handling practices in a wholesale and retail outlet, NQF 02 (8 credits) • 114899 Maintain the customer's account, NQF 02 (5 credits)



FUNDAMENTAL 36 Credits	CORE 23 Credits	ELECTIVE Choose 61 Credits
		<ul style="list-style-type: none">• 14342 Manage time and work processes within a business environment, NQF 02 (4 credits)• 114919 Offer a credit facility, NQF 02 (8 credits)• 114893 Pack customer purchases at point of sales, NQF 02 (3 credits)• 114890 Perform office functions in a wholesale and retail outlet, NQF 02 (4 credits)• 114892 Dispatch stock, NQF 03 (10 credits)• 243672 Maintain the stockroom, NQF 03 (10 credits)• 114898 Minimise defaulting customer accounts, NQF 03 (5 credits)• 114887 Prepare a vehicle for deliveries, NQF 03 (8 credits)• 114896 Receive stock, NQF 03 (12 credits)• 114904 Implement promotional instructions, NQF 02 (6 credits)• 114902 Operate a computer in a Wholesale/Retail outlet, NQF 02 (6 credits)



FUNDAMENTAL 36 Credits	CORE 23 Credits	ELECTIVE Choose 61 Credits
		<ul style="list-style-type: none">• 243680 Take orders from customers, NQF 03 (12 credits)• 114900 Sell products to customers in a Wholesale and Retail outlet, NQF 03 (12 credits)• 114911 Resolve customer queries/complaints, NQF 03 (8 credits)





7. Course structure: NQF 02

NATIONAL CERTIFICATE: Service Station Operations: Forecourt Attendant
QUALIFICATION ID: 62709 (120 credits)

The purpose of this qualification is to equip learners with the required knowledge, skills and attitudes to function in a fuel retail environment by providing learners with the underlying principles of all of the major areas related to the Fuel Retail industry, thus enabling them to become effective employees, employers and/or self-employed members of society. The National Certificate in Service Station Operations further aims to provide career paths with associated learnerships through various levels and areas of the Fuel Retail industry and the wider Wholesale and Retail industry thus promoting the notion of quality lifelong learning.

This Certificate provides learners with a solid basis in all areas of fuel retail. This will enable them not only to understand the South African context of this sub sector but also to use this learning in various business environments. It will also assist in changing perceptions on the status and functional levels of service station operators in the work place. This qualification will provide the service station operators with pride, self worth and enhance their morale in their chosen career.

This Certificate will form part of a learning pathway for individuals functioning or aspiring to function within a fuel and/or retail industry. It further forms part of a learning pathway for individuals that intend embarking on fuel retail related qualifications that will span across Levels 02 to Level 05 on the national qualifications framework. This

qualification resides on Level 02 on the NQF. It is an entry level qualification for individuals performing forecourt operations and convenience store operations. In respect of the forecourt operations, this qualification is aimed at the Forecourt Attendant, Supervisors and Car Wash Attendant. In respect of the convenience store operations, this qualification is aimed at the Cashier, Merchandiser, Cleaner and Food Handler. Thus there will be a ready progression and articulation within the qualification and across the various operations. Further there will be a ready progression of learning from Level 02 upwards, ultimately culminating in a qualification at NQF Level 05. There will also be articulation between this qualification and related wholesale and retail qualifications as well as food preparation related qualifications.

Qualifying learners will be able to know and do the following:

- Planning and organizing of own job requirements.
- Knowledge of legislation regarding safety, health and environment.
- Problem solving and decision making.
- Self management and teamwork.
- Improved communication skills.

[What exit-level outcomes will I have achieved?](#)

- Communicate both verbally and in



writing.

- Understand and apply mathematics when handling cash and/or processing payments.
- Apply basic life skills to maintain a safe and secure work environment by applying health, safety, environmental and quality aspects.
- Understand the fuel and retail environment to provide effective customer service.
- Perform the general cleaning and vehicle forecourt functions at the service station.

Entrance requirements and/or learning assumed to be in place

Communication and Mathematical Literacy at NQF Level 01.

Accreditation status

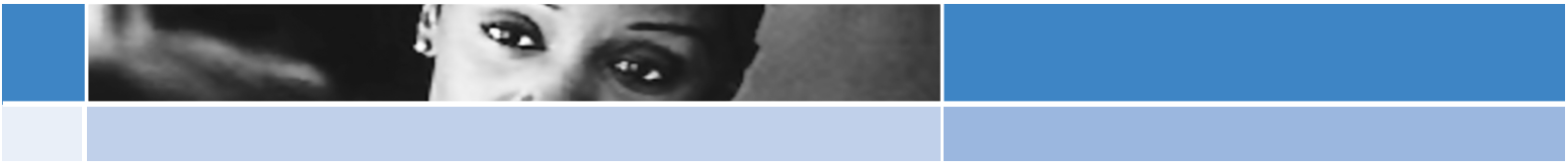
The programme is pending approval.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 Credits	CORE 42 Credits	ELECTIVE Choose 42 Credits
<ul style="list-style-type: none"> • 119463 Access and use information from texts, NQF 02, (5 credits) • 9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems, NQF 02 (3 credits) • 7480 Demonstrate understanding of rational and irrational numbers and 	<ul style="list-style-type: none"> • 252250 Apply fire fighting techniques, NQF 01 (3 credits) • 114895 Define the core concepts of the wholesale and retail environment, NQF 02 (10 credits) • 114912 Maintain a safe and secure wholesale and retail environment, NQF 02 (10 credits) • 12483 Perform basic first aid, NQF 02 (4 credits) 	<ul style="list-style-type: none"> • 256599 Perform vehicle maintenance functions on the forecourt, NQF 02 (10 credits) • 114894 Process payment at a Point of Sales (POS), NQF 02 (10 credits) • 114889 Record transactions, NQF 02 (8 credits) • 114896 Receive stock, NQF 03 (12 credits)



FUNDAMENTAL 36 Credits	CORE 42 Credits	ELECTIVE Choose 42 Credits
<p>number systems, NQF 02 (3 credits)</p> <ul style="list-style-type: none"> • 119454 Maintain and adapt oral/signed communication, NQF 02 (5 credits) • 12444 Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts, NQF 02 (3 credits) • 119460 Use language and communication in occupational learning programmes, NQF 02 (5 credits) • 7469 Use mathematics to investigate and monitor the financial aspects of personal and community life, NQF 02 (2 credits) • 9007 Work with a range of patterns and functions and solve problems, NQF 02 (5 credits) • 119456 Write/present for a defined context, NQF 02 (5 credits) 	<ul style="list-style-type: none"> • 12463 Understand and deal with HIV/AIDS, NQF 02 (3 credits) • 114900 Sell products to customers in a Wholesale and Retail outlet, NQF 03 (12 credits) 	<ul style="list-style-type: none"> • 114906 Mark merchandise and maintain displays, NQF 02 (10 credits)

8. Course structure: NQF 03

NATIONAL CERTIFICATE: Wholesale and Retail Sales Practice

QUALIFICATION ID: 48764 (131 credits)

This qualification will enable you to apply the underlying principles of the Wholesale and Retail sector, with special attention to sales and customer service in the Wholesale and Retail industry. Therefore, with this qualification, you will be able to utilise the skills you learn in any business environment.

With this qualification you will be able to start your own business or work in a Wholesale and Retail environment, whether it be large or small. It will give you a solid grounding in sales in the Wholesale and Retail environment, as it caters for all types of sales transactions including credit selling in the South African environment.

When you have completed the qualification you will be able to:

- communicate orally and in writing with clients and colleagues in a Wholesale and Retail environment;
- utilise mathematical and numeracy skills in a Wholesale and Retail environment;
- implement Point of Sale transactions and procedures;
- deal with customers in a Wholesale and Retail outlet;
- administer credit accounts;
- promote and market Wholesale and Retail products and services;
- implement the most important workplace procedures;
- monitor and minimise customer credit risk and defaulting debtors;

- utilise appropriate electronic equipment in a Wholesale and Retail outlet.

Entrance requirements and/or learning assumed to be in place

Communication NQF 02, Mathematical Literacy NQF 02 or equivalent qualification or through recognition of prior learning.

Accreditation status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 Credits	CORE 57 Credits	ELECTIVE Choose 38 Credits
<ul style="list-style-type: none"> • 9302 Access information in order to respond to client enquiries in a financial services environment, NQF 03 (2 credits) • 8968 Accommodate audience and context needs in oral communication, NQF 03 (5 credits) • 9303 Communicate verbally with clients in a financial environment, NQF 03 (3 credits) • 9010 Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations, NQF 03 (2 credits) • 9013 Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF 03 (4 credits) • 8969 Interpret and use information from texts, NQF 03 (5 credits) • 9012 Investigate life and work related problems using data and 	<ul style="list-style-type: none"> • 114895 Define the core concepts of the wholesale and retail environment, NQF 02 (10 credits) • 114907 Display merchandise visually in a Wholesale and Retail outlet, NQF 03 (15 credits) • 114896 Receive stock, NQF 03 (12 credits) • 114900 Sell products to customers in a Wholesale and Retail outlet, NQF 03 (12 credits) • 114911 Resolve customer queries/complaints, NQF 03 (8 credits) 	<ul style="list-style-type: none"> • 114891 Count stock for a stock-take, NQF 02 (5 credits) • 114904 Implement promotional instructions, NQF 02 (6 credits) • 114912 Maintain a safe and secure wholesale and retail environment, NQF 02 (10 credits) • 12751 Maintain and administer documents relating to client accounts, NQF 02 (5 credits) • 114899 Maintain the customer's account, NQF 02 (5 credits) • 114906 Mark merchandise and maintain displays, NQF 02 (10 credits) • 114919 Offer a credit facility, NQF 02 (8 credits) • 114902 Operate a computer in a Wholesale/Retail outlet, NQF 02 (6 credits) • 114893 Pack customer purchases at point of sales, NQF 02 (3 credits) • 114894 Process payment at a Point of Sales (POS), NQF 02 (10 credits)



FUNDAMENTAL 36 Credits	CORE 57 Credits	ELECTIVE Choose 38 Credits
<p>probabilities, NQF 03 (5 credits)</p> <ul style="list-style-type: none">• 7456 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues, NQF 03 (5 credits)• 8970 Write texts for a range of communicative contexts, NQF 03 (5 credits)		<ul style="list-style-type: none">• 114889 Record transactions, NQF 02 (8 credits)• 114909 Administer and control the organisation's deposits and floats, NQF 03 (8 credits)• 114905 Administer day-end cashing up procedures, NQF 03 (8 credits)• 13419 Calculate the repayment ability and assess the credit risk of potential clients, NQF 03 (8 credits)• 114901 Control customer repairs and credits, NQF 03 (8 credits)• 114892 Dispatch stock, NQF 03 (10 credits)• 9849 Maintain health, safety and security within the internal environment, NQF 03 (4 credits)• 114898 Minimise defaulting customer accounts, NQF 03 (5 credits)• 13931 Monitor and control the maintenance of office equipment, NQF 03 (4 credits)



9. Course structure: NQF 03

NATIONAL CERTIFICATE: Wholesale and Retail Operations

QUALIFICATION ID: 63409 (120 credits)

This qualification will serve to link the NQF Level 02 National Certificate: Wholesale and Retail Operations qualification and the FET Certificate: Generic Management. The current gap in the learning pathway for Wholesale and Retail (W and R) practitioners will be filled by this qualification. It will serve as the second in the Wholesale and Retail Operations learning pathway and provide a basis for further learning. While the qualifying learners will experience personal growth and development, workplace succession planning will be more readily achieved.

The operational process includes; ordering stock, receiving, dispatching, stock control, cash control, sales and marketing and displaying, responsible credit promotion, perishable foods preparation, sales and display and the running of an informal small business.

This qualification will serve to provide the W and R sector with personnel that can perform the operation functions to industry standards, optimise productivity and improve service levels. The qualifying learner will undergo personal development that will contribute to social and economic development.

When you have completed the qualification you will be able to:

- ensure a positive customer experience in a W and R business unit;

- explain how employees can influence the objectives of a W and R business unit.

Entrance requirements and/or learning assumed to be in place

Communication NQF 02 and Mathematical Literacy NQF 02.

Accreditation status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 Credits	CORE 38 Credits	ELECTIVE Choose 46 Credits
<ul style="list-style-type: none"> • 119472 Accommodate audience and context needs in oral/signed communication, NQF 03 (5 credits) • 9010 Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations, NQF 03 (2 credits) • 9013 Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF 03 (4 credits) • 119457 Interpret and use information from texts, NQF 03 (5 credits) • 9012 Investigate life and work related problems using data and probabilities, NQF 03 (5 credits) • 119467 Use language and communication in occupational learning programmes, NQF 03 (5 credits) • 7456 Use mathematics to investigate and monitor the financial aspects of 	<ul style="list-style-type: none"> • 114895 Define the core concepts of the wholesale and retail environment, NQF 02 (10 credits) • 258161 Apply theft, fraud and safety controls in a Wholesale and Retail outlet, NQF 03 (8 credits) • 258156 Build customer relations in an operational unit, NQF 03 (10 credits) • 258155 Explain the factors that impact on the bottom line of a Wholesale and Retail unit, NQF 03 (10 credits) 	<p><i>Combination 1: Stock control in a distribution centre</i></p> <ul style="list-style-type: none"> • 117897 Maintain stock balances in a distribution centre, NQF 03 (8 credits) • 117901 Receive stock in a DC/Warehouse, NQF 03 (15 credits) • 117891 Dispatch stock from a DC, NQF 03 (12 credits) • 13912 Apply knowledge of self and team in order to develop a plan to enhance team performance, NQF 03 (5 credits) • 242819 Motivate and Build a Team, NQF 04 (10 credits) <p><i>Combination 2: Stock control in a retail/wholesale outlet</i></p> <ul style="list-style-type: none"> • 114891 Count stock for a stock-take, NQF 02 (5 credits) • 114892 Dispatch stock, NQF 03 (10 credits) • 114896 Receive stock, NQF 03 (12 credits) • 13912 Apply knowledge of self and team in order to develop a plan to



FUNDAMENTAL 36 Credits	CORE 38 Credits	ELECTIVE Choose 46 Credits
<p>personal, business and national issues, NQF 03 (5 credits)</p> <ul style="list-style-type: none"> 119465 Write/present/sign texts for a range of communicative contexts, NQF 03 (5 credits) 		<p>enhance team performance, NQF 03 (5 credits)</p> <ul style="list-style-type: none"> 242819 Motivate and Build a Team, NQF 04 (10 credits) 242816 Conduct a structured meeting, NQF 04 (5 credits) <p><i>Combination 3: Cash control</i></p> <ul style="list-style-type: none"> 114905 Administer day-end cashing up procedures, NQF 03 (8 credits) 114909 Administer and control the organisation's deposits and floats, NQF 03 (8 credits) 258157 Explain the processing of transactions in a wholesale and retail outlet, NQF 02 (6 credits) 114893 Pack customer purchases at point of sales, NQF 02 (3 credits) 243712 Address customer queries in a wholesale environment, NQF 03 (10 credits) 243680 Take orders from customers, NQF 03 (12 credits)



FUNDAMENTAL 36 Credits	CORE 38 Credits	ELECTIVE Choose 46 Credits
		<p><i>Combination 4: Wholesale sales</i></p> <ul style="list-style-type: none">• 258160 Demonstrate knowledge of products in own area of operation in a wholesale and retail environment, NQF 03 (8 credits)• 243680 Take orders from customers, NQF 03 (12 credits)• 243712 Address customer queries in a wholesale environment, NQF 03 (10 credits)• 13912 Apply knowledge of self and team in order to develop a plan to enhance team performance, NQF 03 (5 credits)• 242819 Motivate and Build a Team, NQF 04 (10 credits)• 117877 Perform one-to-one training on the job, NQF 03 (4 credits) <p><i>Combination 5: Retail sales</i></p> <ul style="list-style-type: none">• 258160 Demonstrate knowledge of products in own area of operation in a wholesale and retail environment, NQF 03 (8 credits)





FUNDAMENTAL 36 Credits	CORE 38 Credits	ELECTIVE Choose 46 Credits
		<ul style="list-style-type: none">• 243712 Address customer queries in a wholesale environment, NQF 03 (10 credits)• 258162 Sell products to customers in a wholesale and retail outlet, NQF 03 (12 credits)• 114907 Display merchandise visually in a Wholesale and Retail outlet, NQF 03 (15 credits)• 117877 Perform one-to-one training on the job, NQF 03 (4 credits) <p><i>Optional single elective unit standards to choose from</i></p> <ul style="list-style-type: none">• 114902 Operate a computer in a Wholesale/Retail outlet, NQF 02 (6 credits)• 114887 Prepare a vehicle for deliveries, NQF 03 (8 credits)• 13931 Monitor and control the maintenance of office equipment, NQF 03 (4 credits)• 114904 Implement promotional instructions, NQF 02 (6 credits)• 114898 Minimise defaulting customer accounts, NQF 03 (5 credits)



FUNDAMENTAL 36 Credits	CORE 38 Credits	ELECTIVE Choose 46 Credits
		<ul style="list-style-type: none">• 114901 Control customer repairs and credits, NQF 03 (8 credits)• 258175 Break bulk, pack and label stock, NQF 02, (8 credits)





10. Course structure: NQF 03

NATIONAL CERTIFICATE: Wholesale and Retail Operations: Forecourt Supervision QUALIFICATION ID: 63409 (120 credits)

This qualification will serve to link the NQF Level 02 National Certificate: Wholesale and Retail Operations qualification and the FET Certificate: Generic Management. The current gap in the learning pathway for Wholesale and Retail (W and R) practitioners will be filled by this qualification. It will serve as the second in the Wholesale and Retail Operations learning pathway and provide a basis for further learning. While the qualifying learners will experience personal growth and development, workplace succession planning will be more readily achieved.

The operational process includes; ordering stock, receiving, dispatching, stock control, cash control, sales and marketing and displaying, responsible credit promotion, perishable foods preparation, sales and display and the running of an informal small business.

This qualification will serve to provide the W and R sector with personnel that can perform the operation functions to industry standards, optimise productivity and improve service levels. The qualifying learner will undergo personal development that will contribute to social and economic development.

When you have completed the qualification you will be able to:

- ensure a positive customer experience in a W and R business unit;

- explain how employees can influence the objectives of a W and R business unit.
- Supervise forecourt personnel.

Entrance requirements and/or learning assumed to be in place

Communication NQF 02 and Mathematical Literacy NQF 02.

Accreditation status

The programme is pending approved.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 Credits	CORE 38 Credits	ELECTIVE 46 Credits
<ul style="list-style-type: none"> • 119472 Accommodate audience and context needs in oral/signed communication, NQF 03 (5 credits) • 9010 Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations, NQF 03 (2 credits) • 9013 Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF 03 (4 credits) • 119457 Interpret and use information from texts, NQF 03 (5 credits) • 9012 Investigate life and work related problems using data and probabilities, NQF 03 (5 credits) • 119467 Use language and communication in occupational learning programmes, NQF 03 (5 credits) • 7456 Use mathematics to investigate and monitor the financial aspects of 	<ul style="list-style-type: none"> • 114895 Define the core concepts of the wholesale and retail environment, NQF 02 (10 credits) • 258161 Apply theft, fraud and safety controls in a Wholesale and Retail outlet, NQF 03 (8 credits) • 258156 Build customer relations in an operational unit, NQF 03 (10 credits) • 258155 Explain the factors that impact on the bottom line of a Wholesale and Retail unit, NQF 03 (10 credits) 	<ul style="list-style-type: none"> • 242819 Motivate and Build a Team, NQF 04 (10 credits) • 242811 Prioritise time and work for self and team, NQF 04 (5 credits) • 258160 Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment, NQF 03 (8 credits) • 13912 Apply knowledge of self and team in order to develop a plan to enhance team performance, NQF 03, (5 credits) • 117877 Perform one-to-one training on the job, NQF 03 (4 credits) • 9506 Communicate in an assertive manner with clients and fellow workers, NQF 04, (4 credits) • 113852 Apply occupational health, safety and environmental principles, NQF 03 (10 credits)



FUNDAMENTAL 36 Credits	CORE 38 Credits	ELECTIVE 46 Credits
<ul style="list-style-type: none">• personal, business and national issues, NQF 03 (5 credits)• 119465 Write/present/sign texts for a range of communicative contexts, NQF 03 (5 credits)		

11. Course structure: NQF 03

NATIONAL CERTIFICATE: Wholesale and Retail Operations: Sales and preparation of perishable foods QUALIFICATION ID: 63409 (120 credits)

This qualification will serve to link the NQF Level 02 National Certificate: Wholesale and Retail Operations qualification and the FET Certificate: Generic Management. The current gap in the learning pathway for Wholesale and Retail (W and R) practitioners will be filled by this qualification. It will serve as the second in the Wholesale and Retail Operations learning pathway and provide a basis for further learning. While the qualifying learners will experience personal growth and development, workplace succession planning will be more readily achieved.

The operational process includes; ordering stock, receiving, dispatching, stock control, cash control, sales and marketing and displaying, responsible credit promotion, perishable foods preparation, sales and display and the running of an informal small business.

This qualification will serve to provide the W and R sector with personnel that can perform the operation functions to industry standards, optimise productivity and improve service levels. The qualifying learner will undergo personal development that will contribute to social and economic development.

When you have completed the qualification you will be able to:

- ensure a positive customer experience in a W and R business unit;

- explain how employees can influence the objectives of a W and R business unit.
- Enhance the sale and preparation of perishable foods.

Entrance requirements and/or learning assumed to be in place

Communication NQF 02 and Mathematical Literacy NQF 02.

Accreditation status

The programme is pending approved.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 36 Credits	CORE 38 Credits	ELECTIVE 46 Credits
<ul style="list-style-type: none"> • 119472 Accommodate audience and context needs in oral/signed communication, NQF 03 (5 credits) • 9010 Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations, NQF 03 (2 credits) • 9013 Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF 03 (4 credits) • 119457 Interpret and use information from texts, NQF 03 (5 credits) • 9012 Investigate life and work related problems using data and probabilities, NQF 03 (5 credits) • 119467 Use language and communication in occupational learning programmes, NQF 03 (5 credits) • 7456 Use mathematics to investigate and monitor the financial aspects of 	<ul style="list-style-type: none"> • 114895 Define the core concepts of the wholesale and retail environment, NQF 02 (10 credits) • 258161 Apply theft, fraud and safety controls in a Wholesale and Retail outlet, NQF 03 (8 credits) • 258156 Build customer relations in an operational unit, NQF 03 (10 credits) • 258155 Explain the factors that impact on the bottom line of a Wholesale and Retail unit, NQF 03 (10 credits) 	<ul style="list-style-type: none"> • 119957 Clean and maintain premises and equipment, NQF 03 (5 credits) • 119961 Implement personal hygiene for perishable food stores, NQF 03 (3 credits) • 119956 Promote sales and reduce wastage at a perishable foods department, NQF 03 (15 credits) • 119962 Mark and label perishable foods, NQF 03 (3 credits) <p><i>Optional single elective unit standards to choose from</i></p> <ul style="list-style-type: none"> • 114902 Operate a computer in a Wholesale/ Retail outlet, NQF 02 (6 credits) • 114887 Prepare a vehicle for deliveries, NQF 03 (8 credits) • 13931 Monitor and control the maintenance of office equipment, NQF 03 (4 credits) • 114904 Implement promotional instructions, NQF 02 (6 credits)



FUNDAMENTAL 36 Credits	CORE 38 Credits	ELECTIVE Choose 46 Credits
<ul style="list-style-type: none">• personal, business and national issues, NQF 03 (5 credits)• 119465 Write/present/sign texts for a range of communicative contexts, NQF 03 (5 credits)		<ul style="list-style-type: none">• 114898 Minimise defaulting customer accounts, NQF 03 (5 credits)• 114901 Control customer repairs and credits, NQF 03 (8 credits)• 258175 Break bulk, pack and label stock, NQF 02 (8 credits)



12. Course structure: NQF 03

NATIONAL CERTIFICATE: Informal Small Business Practice

QUALIFICATION ID: 58308 (120 credits)

The Certificate forms part of a learning pathway in the Wholesale and Retail sector that stretches from NQF Levels 02 to 05. While this Qualification focuses on the Small Micro and Medium (SMME) sector, it is structured in such a way that there is progression from Level 02 to a qualification at NQF Level 05.

The purpose of this qualification is to equip learners to understand the underlying principles of operational areas related to the Wholesale & Retail sector and entry-level business principles, thus enabling them to become effective employers and/or self-employed members of society. The competencies in this qualification will assist the entrepreneur to ensure long-term business sustainability.

The qualification will enable learners to understand the South African context of the Retail sector, but may also increase their understanding of business, thus enabling them to use this learning in various business environments and to progress to more formal business operations through articulated learning with qualifications which offer a more in-depth and specific business focus. This approach will enable the acquiring of operational competencies in preparation of additional business development and formalising of business operations where individuals have the relevant understanding of retail operations.

What exit-level outcomes will I have achieved:

1. Understand the requirements of retail operations.
2. Perform basic retail operations.
3. Maintain customer service in an informal retail business

Entrance requirements and/or learning assumed to be in place

Communication NQF 02 and Mathematical Literacy NQF 02.

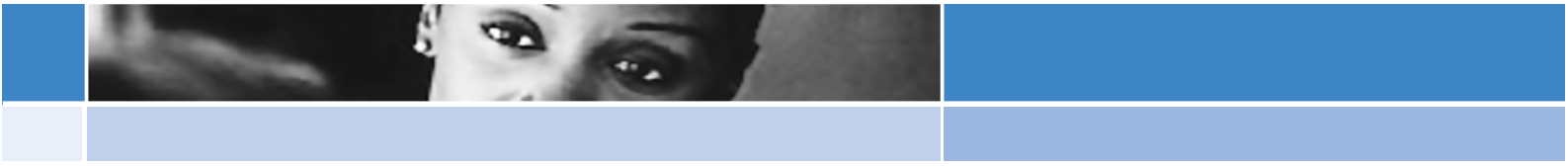
Accreditation status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

FUNDAMENTAL 36 Credits	CORE 64 Credits	ELECTIVE 20 Credits
<ul style="list-style-type: none"> • 119472 Accommodate audience and context needs in oral/signed communication, NQF 03 (5 credits) • 119458 Analyse and respond to a variety of literary texts, NQF 03 (5 credits) • 9010 Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations, NQF 03 (2 credits) • 9013 Describe, apply, analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF 03 (4 credits) • 119457 Interpret and use information from texts, NQF 03 (5 credits) • 9012 Investigate life and work related problems using data and probabilities, NQF 03 (5 credits) • 7456 Use mathematics to investigate and monitor the financial aspects of personal, business and national issues, NQF 03 (5 credits) 	<ul style="list-style-type: none"> • 243810 Control cash in a small business, NQF 03 (12 credits) • 243806 Deal with customers in a retail business, NQF 03 (8 credits) • 243807 Maintain a safe and secure environment in a retail business, NQF 03 (8 credits) • 243805 Merchandise products in a retail business, NQF 03 (12 credits) • 243804 Replenish stock in a retail business, NQF 03 (12 credits) • 243809 Run a small business, NQF 03 (12 credits) 	<ul style="list-style-type: none"> • 335914 Explain the legal structure and requirements for a wholesale and retail business, NQF 02 (5 credits) • 243803 Start up a small business, NQF 03 (15 credits)



FUNDAMENTAL 36 Credits	CORE 64 Credits	ELECTIVE 20 Credits
<ul style="list-style-type: none">119465 Write/present/sign texts for a range of communicative contexts, NQF 03 (5 credits)		

13. Course structure: NQF 04

NATIONAL CERTIFICATE: Wholesale and Retail Operations Supervision

QUALIFICATION ID: 49397 (120 credits)

This qualification will enable you to understand and apply the underlying principles of supervision and team leadership within the Wholesale and Retail sector.

Therefore, with this qualification, you will be able to utilise the skills you learn at lower management level.

When you have completed the qualification you will be able to:

- apply comprehension skills to first language oral and written texts in the business environment;
- communicate orally and in writing in the second language in the Wholesale and Retail environment;
- apply knowledge of mathematics and statistics to investigate, interrogate and solve life-related and financial problems;
- supervise stock counts and sales performance;
- supervise housekeeping and loss control measures;
- supervise customer service standards;
- describe and apply team leadership and team motivation;
- describe and apply the management functions of an organisation, including an understanding of Primary Labour Legislation;
- supervise promotional activities and point of sales operations;
- basic budgetary and financial requirements are applied;
- induct new members into teams and conduct formal meetings;

- demonstrate knowledge and understanding of the Occupational Health and Safety Act and the Compensation for Occupational Injury and Disease Act, and the responsibilities of management in terms of the Acts;
- manage risk in own work/business environment.

Entrance requirements and/or learning assumed to be in place

Relevant numeracy NQF 03, First language literacy NQF 03 or equivalent qualification or through recognition of prior learning.

Accreditation status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an

entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Fundamental

Learners are required to do Communication at a first language and a second language level. All Level 03 Communication Unit

Standards relate to a second language and Level 04 to first language. Learners with a Grade 12 Certificate with a pass in a first and second language or Mathematics can apply for RPL.

Curriculum

FUNDAMENTAL 56 Credits	CORE 50 Credits	ELECTIVE Choose 14 Credits
<ul style="list-style-type: none"> • 9302 Access information in order to respond to client enquiries in a financial services environment, NQF 03 (2 credits) • 8968 Accommodate audience and context needs in oral communication, NQF 03 (5 credits) • 9303 Communicate verbally with clients in a financial environment, NQF 03 (3 credits) • 8969 Interpret and use information from texts, NQF 03 (5 credits) • 8970 Write texts for a range of communicative contexts, NQF 03 (5 credits) • 12155 Apply comprehension skills to engage written texts in a business environment, NQF 04 (5 credits) 	<ul style="list-style-type: none"> • 13917 Indicate the role of a team leader ensuring that a team meets an organisation's standards, NQF 03 (6 credits) • 13947 Motivate a team, NQF 04 (6 credits) • 118028 Supervise customer service standards, NQF 04 (8 credits) • 118029 Supervise housekeeping and hygiene in a store, NQF 04 (6 credits) • 118045 Supervise implementation of loss control measures, NQF 04 (8 credits) • 118037 Supervise sales performance, NQF 04 (8 credits) • 118043 Supervise stock counts, NQF 04 (8 credits) 	<ul style="list-style-type: none"> • 13914 Conduct a formal meeting, NQF 03 (3 credits) • 13911 Induct a new member into a team, NQF 03 (3 credits) • 13941 Apply the budget function in a business unit, NQF 04 (5 credits) • 13952 Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit, NQF 04 (8 credits) • 13951 Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act, NQF 04 (4 credits)

Curriculum

FUNDAMENTAL 56 Credits	CORE 50 Credits	ELECTIVE Choose 14 Credits
<ul style="list-style-type: none"> • 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems, NQF 04 (6 credits) • 8974 Engage in sustained oral communication and evaluate spoken texts, NQF 04 (5 credits) • 8975 Read analyse and respond to a variety of texts, NQF 04 (5 credits) • 9016 Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF 04 (4 credits) • 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues, NQF 04 (6 credits) • 8976 Write for a wide range of contexts, NQF 04 (5 credits) 		<ul style="list-style-type: none"> • 14667 Describe and apply the management functions of an organisation, NQF 04 (10 credits) • 117155 Explain the scope of the Compensation for Occupational Injuries and Diseases Act 130 of 1993 (COIDA), NQF 04 (2 credits) • 117156 Interpret basic financial statements, NQF 04 (4 credits) • 13954 Manage risk in own work/business environment, NQF 04 (5 credits) • 118030 Supervise P.O.S. Operations, NQF 04 (8 credits) • 118033 Supervise promotional activities, NQF 04 (8 credits)



14. Course structure: NQF 04

NATIONAL CERTIFICATE: Wholesale and Retail Credit Control

QUALIFICATION ID: 49396 (125 credits)

Specifically, the purpose of this certificate qualification is to equip learners to understand and acquaint themselves with the principles of credit control within the Wholesale and Retail sector and to provide career paths with associated learnerships through various levels and areas of the Wholesale and Retail environment. The certificate further aims to build capacity and improve skills levels in the Wholesale and Retail sector thus ensuring the development of competence in this field.

With this qualification you will be able to supervise all activities in a Wholesale and Retail environment, which ensures the achievement of desired results and the correct implementation of policies and procedures. This, in turn, should result in increased service delivery in the sector.

When you have completed the qualification you will be able to:

- apply comprehension skills to first language oral and written texts in the business environment,
- communicate orally and in writing (in second language) in a Wholesale and Retail environment;
- apply knowledge of mathematics and statistics to investigate, interrogate and solve life-related and financial problems;
- manage cash handling practices
- supervise credit functions and procedures within a Wholesale and Retail

environment;

- control credit administration in the Wholesale and Retail environment;
- supervise and manage individuals and teams to achieve work objectives;
- describe and apply the management functions of the organisation, with specific emphasis on the relationship between junior and general management;
- describe and apply the basic legislation that impacts on a business unit.

Entrance requirements and/or learning assumed to be in place

Relevant numeracy NQF 03, first language literacy NQF 03 or equivalent qualification or through recognition of prior learning.

Fundamentals

Learners are required to do Communication at a first-language and a second-language level. All Level 03 Communication Unit Standards relate to a second language and Level 04 to first language. Learners with a Grade 12 Certificate with a pass in a first and second language or Mathematics can apply for RPL.

Accreditation status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

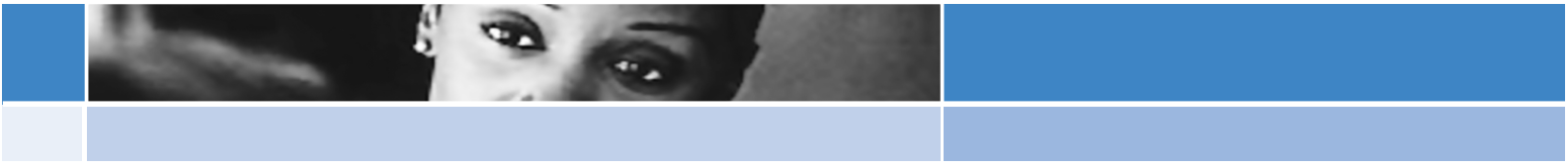
Learners will be assessed by completing a

knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to

your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 56 Credits	CORE 54 Credits	ELECTIVE Choose 15 Credits
<ul style="list-style-type: none"> • 9302 Access information in order to respond to client enquiries in a financial services environment, NQF 03 (2 credits) • 8968 Accommodate audience and context needs in oral communication, NQF 03 (5 credits) • 9303 Communicate verbally with clients in a financial environment, NQF 03 (3 credits) • 8969 Interpret and use information from texts, NQF 03 (5 credits) • 8970 Write texts for a range of communicative contexts, NQF 03 (5 credits) • 12155 Apply comprehension skills to engage written texts in a 	<ul style="list-style-type: none"> • 118044 Address defaulting customer accounts and control bad debts, NQF 04 (10 credits) • 118040 Control credit administration, NQF 04 (8 credits) • 118039 Promote and control credit, NQF 04 (5 credits) • 118042 Supervise credit procedures, NQF 04 (8 credits) • 118036 Assess and finalise credit application, NQF 05 (8 credits) • 118031 Manage cash handling practices, NQF 05 (15 credits) 	<ul style="list-style-type: none"> • 13952 Demonstrate basic understanding of the Primary labour legislation that impacts on a business unit, NQF 04 (8 credits) • 13951 Demonstrate knowledge and understanding of the Occupational Health and Safety Act 85 of 1993 (OHSA) (as amended) and the responsibilities of management in terms of the Act, NQF 04 (4 credits) • 14667 Describe and apply the management functions of an organisation, NQF 04 (10 credits) • 13944 Describe the relationship of junior management to the



FUNDAMENTAL 56 Credits	CORE 54 Credits	ELECTIVE Choose 15 Credits
<p>business environment, NQF 04 (5 credits)</p> <ul style="list-style-type: none"> • 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems, NQF 04 (6 credits) • 8974 Engage in sustained oral communication and evaluate spoken texts, NQF 04 (5 credits) • 8975 Read analyse and respond to a variety of texts, NQF 04 (5 credits) • 9016 Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF 04 (4 credits) • 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues, NQF 04 (6 credits) • 8976 Write for a wide range of contexts, NQF 04 (5 credits) 		<p>general management function, NQF 04 (5 credits)</p> <ul style="list-style-type: none"> • 11473 Manage individual and team performance, NQF 04 (8 credits)

15. Course structure: NQF 04

FURTHER EDUCATION AND TRAINING CERTIFICATE Generic Management:
Wholesale and Retail Management QUALIFICATION ID: 57712 (63333)
(150 credits)

This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen and section heads.

The focus of this qualification has been designed to enable learners to be competent in a range of knowledge, skills, attitudes and values including:

- Gathering and analysing information.
- Analysing events that impact on a business and its competitive environment.
- Complying with organisational standards.
- Motivating an individual or team.
- Negotiating in a work situation.
- Understanding the role of business strategy as it applies to junior management.
- Managing the budget within a specific area of responsibility.
- Applying management principles and practices within a specific area of responsibility.
- Managing work unit performance to achieve goals.
- Behaving ethically and promoting ethical behaviour in a work situation.
- Demonstrating understanding of the consequences in a work unit of HIV/AIDS.

When you have completed the qualification you will be able to:

- develop plans to achieve defined objectives;
- organise resources in accordance with a developed plan;
- lead a team to work co-operatively to achieve objectives;
- monitor performance to ensure compliance to a plan;
- make decisions based on a code of ethics.

Entrance requirements and/or learning assumed to be in place

Communication, Mathematical Literacy and Computer Literacy at NQF Level 03.

Accreditation status

The programme is approved by the W&RSETA ETOA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply

for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills

programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 56 Credits	CORE 72 Credits	ELECTIVE Choose 22 Credits
<ul style="list-style-type: none"> • 119472 Accommodate audience and context needs in oral/signed communication, NQF 03 (5 credits) • 119457 Interpret and use information from texts, NQF 03 (5 credits) • 119467 Use language and communication in occupational learning programmes, NQF 03 (5 credits) • 119465 Write/present/sign texts for a range of communicative contexts, NQF 03 (5 credits) • 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems, NQF 04 (6 credits) • 119462 Engage in sustained oral/signed communication and evaluate spoken, signed texts, NQF 04 (5 credits) • 119469 Read/view, analyse and respond to a variety of 	<ul style="list-style-type: none"> • 242824 Apply leadership concepts in a work context, NQF 04 (12 credits) • 242815 Apply the organisation's code of conduct in a work environment, NQF 04 (5 credits) • 242816 Conduct a structured meeting, NQF 04 (5 credits) • 242822 Employ a systematic approach to achieving objectives, NQF 04 (10 credits) • 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met, NQF 04 (6 credits) • 242810 Manage Expenditure against a budget, NQF 04 (6 credits) • 242829 Monitor the level of service to a range of customers, NQF 04 (5 credits) • 242819 Motivate and Build a Team, NQF 04 (10 credits) 	<ul style="list-style-type: none"> • 242820 Maintain records for a team, NQF 03 (4 credits) • 12544 Facilitate the preparation and presentation of evidence for assessment, NQF 04 (4 credits) • 118028 Supervise customer service standards, NQF 04 (8 credits) • 118029 Supervise housekeeping and hygiene in a store, NQF 04 (6 credits) • 118045 Supervise implementation of loss control measures, NQF 04 (8 credits) • 118030 Supervise P.O.S. Operations, NQF 04 (8 credits) • 118033 Supervise promotional activities, NQF 04 (8 credits) • 118037 Supervise sales performance, NQF 04 (8 credits)

FUNDAMENTAL 56 Credits	CORE 72 Credits	ELECTIVE Choose 22 Credits
<p>texts, NQF 04 (5 credits)</p> <ul style="list-style-type: none"> • 9016 Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF 04 (4 credits) • 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues, NQF 04 (6 credits) • 12153 Use the writing process to compose texts required in the business environment, NQF 04 (5 credits) • 119459 Write/present/sign for a wide range of contexts, NQF 04 (5 credits) 	<ul style="list-style-type: none"> • 242811 Prioritise time and work for self and team, NQF 04 (5 credits) • 242817 Solve problems, make decisions and implement solutions, NQF 04 (8 credits) 	<ul style="list-style-type: none"> • 118043 Supervise stock counts, NQF 04 (8 credits) • 110003 Develop administrative procedures in a selected organisation, NQF 04 (8 credits) • 113955 Apply the Batho Pele principles to own work role and context, NQF 03 (4 credits) • 242812 Induct a member into a team, NQF 03 (4 credits) • 110009 Manage administration records, NQF 04 (4 credits) • 11473 Manage individual and team performance, NQF 04 (8 credits) • 109999 Manage service providers in a selected organisation, NQF 04 (5 credits) • 114589 Manage time productively, NQF 04 (4 credits) • 15234 Apply efficient time management to the work of a department/division/section, NQF 05 (4 credits)



16. Course structure: NQF 04

FURTHER EDUCATION AND TRAINING CERTIFICATE Generic Management:
Service Station Site Management QUALIFICATION ID: 57712 (66309)
(150 credits)

This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions. Junior managers include team leaders, supervisors, foremen and section heads.

The focus of this qualification has been designed to enable learners to be competent in a range of knowledge, skills, attitudes and values including:

- Gathering and analysing information.
- Analysing events that impact on a business and its competitive environment.
- Complying with organisational standards.
- Motivating an individual or team.
- Negotiating in a work situation.
- Understanding the role of business strategy as it applies to junior management.
- Managing the budget within a specific area of responsibility.
- Applying management principles and practices within a specific area of responsibility.
- Managing work unit performance to achieve goals.
- Behaving ethically and promoting ethical behaviour in a work situation.
- Demonstrating understanding of the consequences in a work unit of HIV/AIDS.

[When you have completed the qualification you will be able to:](#)

- develop plans to achieve defined objectives;
- organise resources in accordance with a developed plan;
- lead a team to work co-operatively to achieve objectives;
- monitor performance to ensure compliance to a plan;
- make decisions based on a code of ethics.

[Entrance requirements and/or learning assumed to be in place](#)

Communication, Mathematical Literacy and Computer Literacy at NQF Level 03.

[Accreditation status](#)

The programme is pending approval.

[Rules relating to assessment, academic credit, progression and qualification](#)

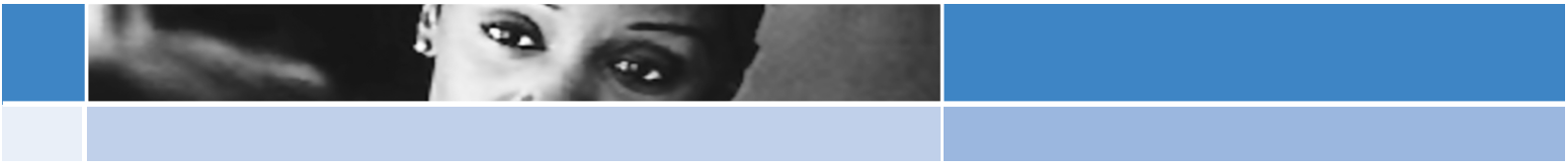
Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already

for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills higher

programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 56 Credits	CORE 72 Credits	ELECTIVE Choose 22 Credits
<ul style="list-style-type: none"> • 119472 Accommodate audience and context needs in oral/signed communication, NQF 03 (5 credits) • 119457 Interpret and use information from texts, NQF 03 (5 credits) • 119467 Use language and communication in occupational learning programmes, NQF 03 (5 credits) • 119465 Write/present/sign texts for a range of communicative contexts, NQF 03 (5 credits) • 9015 Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems, NQF 04 (6 credits) • 119462 Engage in sustained oral/signed communication and evaluate spoken, signed texts, NQF 04 (5 credits) 	<ul style="list-style-type: none"> • 242824 Apply leadership concepts in a work context, NQF 04 (12 credits) • 242815 Apply the organisation's code of conduct in a work environment, NQF 04 (5 credits) • 242816 Conduct a structured meeting, NQF 04 (5 credits) • 242822 Employ a systematic approach to achieving objectives, NQF 04 (10 credits) • 242821 Identify responsibilities of a team leader in ensuring that organisational standards are met, NQF 04 (6 credits) • 242810 Manage Expenditure against a budget, NQF 04 (6 credits) • 242829 Monitor the level of service to a range of customers, NQF 04 (5 credits) • 242819 Motivate and Build a Team, NQF 04 (10 credits) 	<ul style="list-style-type: none"> • 118043 Supervise stock counts, NQF 04 (8 credits) • 118030 Supervise P.O.S. Operations, NQF 04 (8 credits) • 118045 Supervise implementation of loss control measures, NQF 04 (8 credits)



FUNDAMENTAL 56 Credits	CORE 72 Credits	ELECTIVE Choose 22 Credits
<ul style="list-style-type: none">• 119469 Read/view, analyse and respond to a variety of texts, NQF 04 (5 credits)• 9016 Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts, NQF 04 (4 credits)• 7468 Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues, NQF 04 (6 credits)• 12153 Use the writing process to compose texts required in the business environment, NQF 04 (5 credits)• 119459 Write/present/sign for a wide range of contexts, NQF 04 (5 credits)	<ul style="list-style-type: none">• 242811 Prioritise time and work for self and team, NQF 04 (5 credits)• 242817 Solve problems, make decisions and implement solutions, NQF 04 (8 credits)	

17. Course structure: NQF 05

NATIONAL CERTIFICATE: Wholesale and Retail Buying Planning

QUALIFICATION ID: 59299 (120 credits)

The Wholesale and Retail environment, by definition, revolves around the function of the acquiring and procurement of goods for purposes of profitable trade. Regardless of the type, volume, size or quantity of goods forming the focus of the specific Wholesale and Retail organisation, the effective planning and execution of the procurement function play an integral part in the successful operation of a diverse range of businesses in the Wholesale and Retail sector.

Procurement or buying requires competence across a broad range of varied work activities performed in a variety of contexts, associated with the acquisition of goods in the Wholesale and Retail environment. It is envisaged that learners operating in the area of buying, planning and procurement are expected to function with limited supervision on tasks for which they are responsible. The qualification thus aims to enable a candidate with the relevant skills and competencies associated with day-to-day operational and support activities within this vocational focus area.

The purpose of the NQF Level 05, Wholesale and Retail: Buying Planning qualification is the provision of opportunities for the acquiring of a nationally recognised qualification enabling the effective training and development of individuals presently involved in the planning and execution of procurement in organisations, or individuals

previously excluded from skills acquisition, envisaging employment or advancement opportunities as part of a career path in the area of buying and associated functions in the Wholesale and Retail environment.

The qualification addressed identified needs and requirements of the sector, in particular, for competencies associated with the buying and planning function, through the provision of the appropriate knowledge, skills and competencies required to effectively pursue a career and exploit opportunities in the buying and procurement function.

In addition to the foundation of generic competencies associated with the area of learning, the qualification also enables the integration of associated skills within this area of operation, such as the research of local and international trends, importing, supply chain management, project management and negotiation skills.

The acquiring of the qualification will result in:

- a sound understanding of the nature and importance of the buying and planning function in the Wholesale and Retail environment;
- the planning of product procurement within the context of competitor strategies, merchandising performance, pricing, organisational target markets and



- product range identification;
- the accurate calculation of costing and pricing;
- the effective application of decision-making and negotiating skills;
- the performing of buying and associated administrative activities according to organisational requirements.

Entrance requirements and/or learning assumed to be in place

Communication and Mathematical Literacy at NQF level 04.

Accreditation status

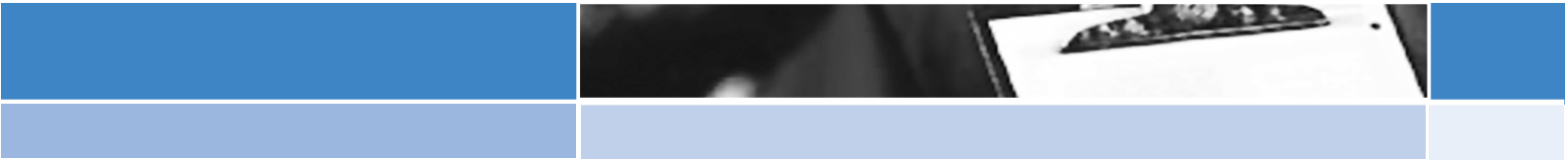
The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 10 Credits	CORE 59 Credits	ELECTIVE Choose 51 Credits
<ul style="list-style-type: none"> 252276 Explain the buying and planning functions in the wholesale and retail industry, NQF 05 (5 credits) 252042 Apply the principles of ethics to improve organisational culture, NQF 05 (5 credits) 	<ul style="list-style-type: none"> 252246 Analyse and respond to merchandise performance, NQF 05 (8 credits) 252242 Determine an organisations target market, NQF 05 (9 credits) 252251 Determine selling prices of merchandise for sale, NQF 05 (8 credits) 252267 Negotiate with suppliers, NQF 05 (12 credits) 	<ul style="list-style-type: none"> 120379 Work as a project team member, NQF 04 (8 credits) 252252 Allocate stock to stores, NQF 05 (10 credits) 115821 Apply business financial practices, NQF 05 (4 credits) 252271 Buy merchandise for a wholesale and retail outlet, NQF 05 (15 credits)



FUNDAMENTAL 10 Credits	CORE 59 Credits	ELECTIVE Choose 51 Credits
	<ul style="list-style-type: none">• 252256 Propose a product range for a wholesale and retail outlet, NQF 05 (10 credits)• 252239 Research and analyse competitor strategies, NQF 05 (12 credits)	<ul style="list-style-type: none">• 252270 Manage the financial performance of a range of merchandise, NQF 05 (15 credits)• 252241 Manage the supply of stock through the supply chain, NQF 05 (4 credits)• 252238 Source suppliers, NQF 05 (10 credits)



18. Course structure: NQF 05

NATIONAL CERTIFICATE: Generic Management: Wholesale and Retail Management, QUALIFICATION ID: 59201 (63334) (162 credits)

A person acquiring this qualification will be able to manage first line managers in an organisational entity. First line managers may include team leaders, supervisors, junior managers, section heads and foremen. The focus of this qualification is to enable learners to develop competence in a range of knowledge, skills, attitudes and values including:

- Initiating, developing, implementing and evaluating operational strategies, projects and action plans, and where appropriate, recommending change within teams and/or the unit so as to improve the effectiveness of the unit.
- Monitoring and measuring performance and applying continuous or innovative improvement interventions in the unit in order to attain its desired outcomes, including customer satisfaction, and thereby contributing towards the achievement of the objectives and vision of the entity.
- Leading a team of first line managers, by capitalising on the talents of team members and promoting synergistic interaction between individuals and teams, to enhance individual, team and unit effectiveness in order to achieve the goals of the entity.
- Building relationships using communication processes both vertically and horizontally within the unit, with superiors and with stakeholders across the value chain to ensure the achievement of intended outcomes.

- Applying the principles of risk, financial and knowledge management and business ethics within internal and external regulatory frameworks in order to ensure the effectiveness and sustainability of the unit.
- Enhancing the development of teams and team members through facilitating the acquisition of skills, coaching, providing career direction, and capitalising on diversity in the unit.

The skills, knowledge and understanding demonstrated within this qualification are essential for the creation of a talent pool of experienced and effective middle managers that represents the demographics of the South African society. This qualification will create a leadership cadre for the South African society throughout multiple industries and sectors both private and public.

Entrance requirements and/or learning assumed to be in place

Communication and Mathematical Literacy at NQF Level 04.

Accreditation status

The programme is approved by the W&RSETA ETQA.

Rules relating to assessment, academic credit, progression and qualification

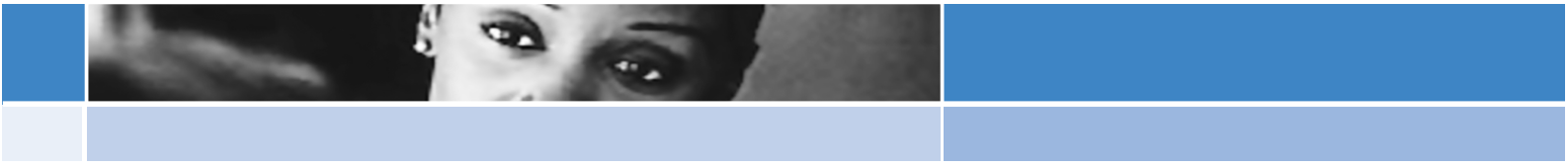
Learners will be assessed by completing a knowledge questionnaire and compiling Portfolios of Evidence. Once you have been

declared competent and your assessment outcome has been verified by the W&RSETA you will earn the credits linked to unit standards making up your skills programme/qualification. These credits will be registered on the National Learners' Records Database and will always remain to your credit. Should you want to continue

with your studies, you will be able to apply for RPL/credits for what you have already achieved if it forms part of that qualification's curriculum. This skills programme/qualification will serve as an entry requirement for follow-up skills programmes/qualifications specialising in the same field at a higher level.

Curriculum

FUNDAMENTAL 49 Credits	CORE 78 Credits	ELECTIVE Choose 35 Credits
<ul style="list-style-type: none"> • 120300 Analyse leadership and related theories in a work context, NQF 05 (8 credits) • 252026 Apply a systems approach to decision making, NQF 05 (6 credits) • 252036 Apply mathematical analysis to economic and financial information, NQF 05 (6 credits) • 252042 Apply the principles of ethics to improve organisational culture, NQF 05 (5 credits) • 252022 Develop, implement and evaluate a project plan, NQF 05 (8 credits) • 252040 Manage the finances of a unit, NQF 05 (8 credits) • 12433 Use communication techniques effectively, NQF 05 (8 credits) 	<ul style="list-style-type: none"> • 252044 Apply the principles of knowledge management, NQF 05 (6 credits) • 252037 Build teams to achieve goals and objectives, NQF 05 (6 credits) • 252020 Create and manage an environment that promotes innovation, NQF 05 (6 credits) • 252032 Develop, implement and evaluate an operational plan, NQF 05 (8 credits) • 252027 Devise and apply strategies to establish and maintain workplace relationships, NQF 05 (6 credits) • 252021 Formulate recommendations for a change process, NQF 05 (8 credits) 	<ul style="list-style-type: none"> • 10980 Induct a new employee, NQF 04 (6 credits) • 255514 Conduct a disciplinary hearing, NQF 05 (15 credits) • 255495 Demonstrate an understanding of the sectoral determination for the wholesale and retail sector, NQF 05 (8 credits) • 255496 Manage a training intervention, NQF 05 (8 credits) • 255499 Manage shrinkage and losses in a wholesale and retail unit, NQF 05 (12 credits) • 255497 Manage stock holding procedures in a wholesale and retail unit, NQF 05 (6 credits) • 115753 Conduct outcomes-based assessment, NQF 05 (15 credits)



FUNDAMENTAL 49 Credits	CORE 78 Credits	ELECTIVE Choose 35 Credits
	<ul style="list-style-type: none">• 252029 Lead people development and talent management, NQF 05 (8 credits)• 252043 Manage a diverse work force to add value, NQF 05 (6 credits)• 252034 Monitor and evaluate team members against performance standards, NQF 05 (8 credits)• 252025 Monitor, assess and manage risk, NQF 05 (8 credits)• 252035 Select and coach first line managers, NQF 05 (8 credits)	<ul style="list-style-type: none">• 12140 Recruit and select candidates to fill defined positions, NQF 05 (9 credits)• 255500 Manage procedures that increase the nett income of a wholesale and retail unit, NQF 05 (8 credits)

19. Skills Programmes

Edutel also offers the following skills programmes:

TILL OPERATOR (OFO 631102)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
114903	Interact with customers	02	8	Compulsory
114893	Pack customer purchases at point of sales	02	3	Compulsory
114911	Resolve customer queries/complaints	03	8	Compulsory
114889	Record transactions	02	8	Compulsory
114894	Process payments at a point of sales (P.O.S.)	02	10	Compulsory
Total credits			37	

CASHIER/TILL OPERATOR (OFO 591105)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
114903	Interact with customers	02	8	Compulsory
114889	Record transactions	02	8	Compulsory
114894	Process payment at a Point of Sales (POS)	02	10	Compulsory
Total credits			26	

DISPATCH AND RECEIVING CLERK (OFO 591201)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
117891	Despatch stock from a distribution centre	03	12	Compulsory
117901	Receive stock in a DC/Warehouse	03	15	Compulsory
Total credits			27	

DISPATCH AND RECEIVING CLERK (OFO 591201)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
114902	Operate a computer in a Wholesale/Retail outlet	02	6	Compulsory
117891	Despatch stock from a distribution centre	03	12	Compulsory
114896	Receive stock	03	12	Compulsory
Total credits			30	

Skills Programmes (continued)

DISPATCH AND RECEIVING CLERK B (OFO 591201)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
114896	Receive stock	03	12	Compulsory
114892	Dispatch stock	03	10	Compulsory
114891	Count stock for a stock-take	02	5	Compulsory
258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	03	10	Compulsory
243672	Maintain the stockroom	03	10	Compulsory
Total credits			47	

DISPATCH AND RECEIVING CLERK C (OFO 591201)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
114896	Receive stock	03	12	Compulsory
114892	Dispatch stock	03	10	Compulsory
258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	03	10	Compulsory
Total credits			32	

RECEIVING CLERK B (OFO 591201)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
117901	Receive stock in a DC/Warehouse	03	15	Compulsory
Total credits			15	

DISPATCH CLERK (OFO 591201)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
117891	Despatch stock from a distribution centre	03	12	Compulsory
Total credits			12	

Skills Programmes (continued)

SALES ASSISTANT - GENERAL (OFO 621101)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
258162	Sell products to customers in a wholesale and retail outlet	03	12	Compulsory
258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	03	8	Compulsory
Total credits			20	

STOCKROOM CLERK (OFO 591105)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
243672	Maintain the stockroom	03	10	Compulsory
114891	Count stock for a stock-take	02	5	Compulsory
Total credits			15	

STOCKROOM CLERK B (OFO 591105)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
243672	Maintain the stockroom	03	10	Compulsory
114891	Count stock for a stock-take	02	5	Compulsory
114903	Interact with customers	02	8	Compulsory
114896	Receive stock	03	12	Compulsory
258156	Build customer relations in an operational unit	03	10	Compulsory
Total credits			45	

STOCKROOM CLERK C (OFO 591105)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
243672	Maintain the stockroom	03	10	Compulsory
114891	Count stock for a stock-take	02	5	Compulsory
114903	Interact with customers	02	8	Compulsory
Total credits			23	

Skills Programmes (continued)

FRONT END SUPERVISOR (OFO 621501)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
118045	Supervise implementation of loss control measures	04	8	Compulsory
118028	Supervise customer service standards	04	8	Compulsory
118030	Supervise P.O.S. Operations	04	8	Compulsory
Total credits			24	

FRONT END SUPERVISOR B (OFO 621501)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
258156	Build customer relations in an operational unit	03	10	Compulsory
118028	Supervise customer service standards	04	8	Compulsory
118030	Supervise P.O.S. Operations	04	8	Compulsory
114903	Interact with customers	02	8	Compulsory
258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	03	10	Compulsory
Total credits			44	

SMALL BUSINESS MANAGER (OFO 621101)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
243809	Run a small business	03	12	Compulsory
258162	Sell products to customers in a wholesale and retail outlet	03	12	Compulsory
258160	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	03	8	Compulsory
243810	Control cash in a small business	03	12	Compulsory
Total credits			44	

SMALL BUSINESS MANAGER (OFO 139907)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
243804	Replenish stock in a retail business	03	12	Compulsory
243805	Merchandise products in a retail business	03	12	Compulsory
243809	Run a small business	03	12	Compulsory
243810	Control cash in a small business	03	12	Compulsory
Total credits			48	

Skills Programmes (continued)

RETAIL MANAGER GENERAL (OFO 142101)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
13917	Indicate the role of a team leader ensuring that a team meets an organisation`s standards	03	6	Compulsory
13947	Motivate a team	04	6	Compulsory
14667	Describe and apply the management functions of an organization	04	10	Compulsory
Total credits			22	

RETAIL MANAGER – TEAM MANAGER (OFO 142101)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
12433	Use communication techniques effectively	05	8	Compulsory
252034	Monitor and evaluate team members against performance standards	05	8	Compulsory
252037	Build teams to achieve goals and objectives	05	6	Compulsory
Total credits			22	

SMALL BUSINESS MANAGER – OWNER MANAGER (OFO 139907)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
258156	Build customer relations in an operational unit	03	10	Compulsory
243806	Deal with customers in a retail business	03	8	Compulsory
258155	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	03	10	Compulsory
Total credits			28	

Skills Programmes (continued)

The following 3 skills programmes are pending programme approval:

RETAIL MANAGER – STAFF RECRUITMENT AND DEVELOPMENT (OFO 142101)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
10980	Induct a new employee	04	6	Compulsory
255496	Manage a training intervention	05	8	Compulsory
12140	Recruit and select candidates to fill defined positions	05	9	Compulsory
Total credits			23	

RETAIL MANAGER – STAFF OPERATIONS (OFO 142101)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
255494	Schedule staff	05	10	Compulsory
255495	Demonstrate an understanding of the sectoral determination for the wholesale and retail sector	05	8	Compulsory
255514	Conduct a disciplinary hearing	05	15	Compulsory
Total credits			33	

RETAIL MANAGER – OPERATIONAL FINANCE (OFO 142101)				
U/Std No.	U/Std Title	NQF Level	Credits	Choice
255497	Manage stock holding procedures in a wholesale and retail unit	05	6	Compulsory
255499	Manage shrinkage and losses in a wholesale and retail unit	05	12	Compulsory
255500	Manage procedures that increase the nett income of a wholesale and retail unit	05	8	Compulsory
Total credits			26	

20. Other registered skills programmes according to the W&R Skills Matrix

- Store Person
- Shelf Packer/Store Assistant
- Driver
- Order Clerk (Wholesale)
- Dispatching and Receiving Clerk (DC)
- Receiving and Dispatch Clerk - Stores
- Storeperson (picker/puller)
- Sales Assistant (Clerk/General)
- Credit Controller
- Cash Office Clerk
- Visual Merchandiser/window dresser
- FCMG Merchandiser
- Retail Supervisor
- Retail Supervisor - General or Operational Financial or Team Supervisor
- Retail Manager
- Retail Manager (Team Management or Staff Recruitment and Development or Staff Operations or Operational Finance)
- Retail Manager (Staff Recruitment and Induction)
- Help Desk Operator
- ICT Customer support officer
- Food Trades Workers - Preparation
- Small Business Owner - Financial or Legislative
- Buyer (General or Supplier Interaction)
- Planner
- Food Trades Worker (Fresh Produce or Bakery or Fresh Fish department or Fresh fish preparation)



Some of our clients

- Robinson Liquors
 - Woolworths
 - Waltons
 - Tile Africa - Norcross
 - Game
 - Builders Warehouse
 - Ellerines
 - SPAR
 - Vodacom
 - Pepstores
 - VMS
 - Magnet
 - Look & Listen
- Ideals
 - Queenspark
 - Alpha Pharm
 - Pellican
 - Cambridge food

Skills Programmes

All the unit standards listed under the course structure of the learnership at NQF Level 01, 02, 03, 04 and 05 can be offered as individual unit standards. We can also customise the programmes to suit your specific needs.

For a comprehensive list of services offered by the Edutel Group visit our website at: www.edutel.co.za

21. Code of Conduct

Edutel, as an organisation, realises that when serving its customers through its employees, product and services, it will be confronted with instances where value-based decisions have to be made and judgements required as to what is an ethical business practice or ethically acceptable action. For this reason the management of Edutel wishes to commit the organisation and all its resources to ethically and morally defensible behaviour in all its operations and in all interactions with its constituents at all times.

A.B. Pelsler
Chief Executive Officer

Vision Statement

The company wants to establish itself internationally and in South Africa as a leader in skills development in ways that subscribe to National Skills Initiatives, address the training needs of clients, redress skills imbalances and are mutually beneficial to the company and its clients.

Mission Statement

Our mission is to add value to our customers' businesses by being their most preferred training provider, offering them quality assured training interventions that lead to achieving national qualifications or credits, effectively address skills gaps, are value-adding and achieving all this through exceptional customer satisfaction and long-term relationships.

Ethics

Attending instruction learning

It is expected of learners who are scheduled to attend formal instructional learning sessions to ensure that they arrive at the designated venue on time, bringing along all relevant materials and associated equipment to ensure that they are well prepared to attend and benefit from the instructional interventions.

Roll-out plans and training schedules

Learners must ensure that they have in their possession a copy of their learning schedule (roll-out plans) and that they strictly adhere to the locations, times and dates as set out in these schedules unless otherwise informed, in writing, by Edutel or any of its authorised constituents of changes made to such schedules. Only changes communicated in writing are considered valid and learners should not adhere to any verbal instructions concerning scheduled changes.



Participation in instructional learning

Learners are expected to participate in all activities and discussions taking place during instructional learning sessions. Learners should appreciate these opportunities and at all times utilise such learning opportunities to their advantage.

Conduct towards co-learners and facilitators

Learners are expected to respect the dignity of their co-learners and facilitators. Their behaviour towards other learners and facilitators should always be civilised, courteous and supportive. Foul language, disrespect and a discriminatory attitude towards any other learner or facilitator will not be tolerated and will be dealt with in the strictest possible manner.

Dress code

Learners are expected to ensure that their personal appearance and dress code conform to acceptable norms, are not offensive and do not detract from the professional image that is projected by Edutel, co-learners and employer organisations.

Employer relations

Learners should recognise that, when attending training interventions under instructions from their employers, that such attendance is treated under the same employment terms and conditions of work as applied by their employers, at their respective places of work. They remain employees of the employer organisation, irrespective of where instructional learning takes place and, as such, they are held accountable to conduct themselves as their employers expect them to behave when at their places of work.

Workplace learning and assessments

Learners are expected to apply themselves as diligent, motivated and productive employees while performing their duties in their workplaces. They should understand that their workplaces are extensions of the instructional learning components and that they must utilise every opportunity at the workplace to apply their learning and, in so doing, develop their knowledge, skills and experience. Learners should actively and positively participate in all assessments and ensure that all assessments are conducted in a fair and just manner.

Assessments and proof of competence

Learners are expected to provide proof of competence through recognised assessment and moderation procedures and instruments. It is expected of learners to fully participate in these activities and to ensure that all evidence submitted as proof of their competence is a true and accurate reflection of their own ability and skills, and that no part of any evidence can be claimed to present the efforts of another person in whatever capacity or association with the learner. Learners are expected to demonstrate extreme honesty and integrity in these matters.

Use of facilities

Learners are expected to use all physical facilities, including furniture and equipment, with utmost care and respect and to refrain from any wilful acts of vandalism, abuse or negligence.

Appeals procedure

Learners who are not satisfied with the manner in which their learning efforts have been assessed are required to utilise Edutel's appeals procedure and to refrain from trying to resolve such matters in other ways.

Communication

Learners are encouraged to communicate with Edutel and its employees using recognised channels of communication established for such purposes. These channels include personal contact, written (fascimile, letter or e-mail) or telephonic communication. Learners are expected to resolve any issues with Edutel directly and not to use intermediaries to address such matters.

GRIEVANCE POLICY FOR EDUTEL

Purpose

The purpose of this policy is to formulate the values and philosophy of Edutel when dealing with grievances of its learners.

Objectives

The objectives of this policy is to:

- establish a fair process for learners to air their grievances;
- provide a mechanism for dealing with learner grievances in order to protect learner morale and motivation;
- maintain sound and effective working relationships in the organisation.

Scope

This policy is applicable to all categories of learners attending training interventions offered by Edutel.

Policy statements

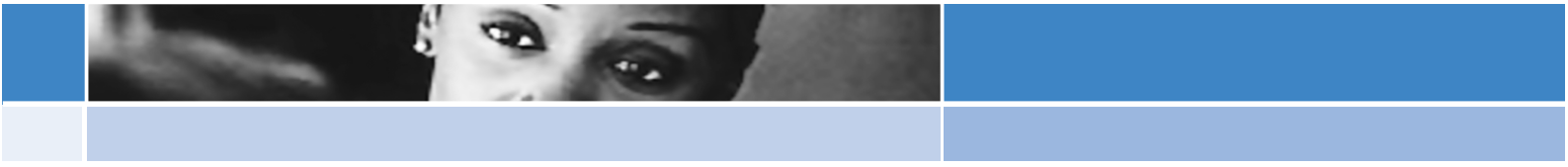
All learners may lodge grievances without any fear of victimisation or prejudice.

All grievances are to be handled with the utmost discretion and with the dignity and privacy of learners in mind.

Grievances shall be settled as speedily and effectively as possible.

This policy deals with individuals' grievances and grievances in small groups.

The Human Resources Manager or his/her delegate acts as advisor to both parties in the grievance investigation.



The policy does not replace normal communication between learners and Edutel and should therefore be utilised in cases where informal communication has been exhausted or is clearly inappropriate.

Learners have the right to be assisted by a co-learner of their choice at any stage of the procedure.

The grievance must be raised within five working days of the occurrence that gave rise to it, failing which, unless special circumstances exist, the learner will have no recourse to the grievance procedure.

Revision

This policy to be revised after two years from date of acceptance.

Responsibility

This policy is the responsibility of the Training Quality Assurance Committee of Edutel.

GRIEVANCE PROCEDURE FOR EDUTEL

Phase 1

The learner must orally communicate the grievance directly to the Edutel Project Manager responsible for the particular learning programme. The learner must indicate that he/she is lodging a formal grievance.

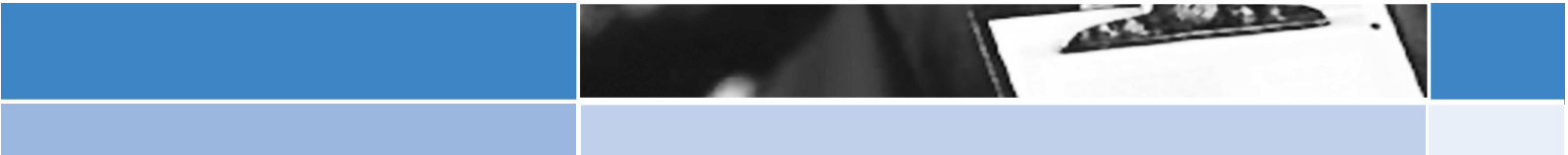
The Edutel Project Manager must:

- listen in private to the learner's problem;
- encourage the learner to speak openly about his/her grievances;
- give the learner the assurance that he/she will not be victimised;
- ask relevant questions to obtain all facts relating to the grievance;
- respect the need for confidentiality;
- endeavour to resolve the problem as soon as possible and furnish the learner with an answer within three working days from the date that the grievance was raised.

Phase 2

If a learner is not satisfied with the result of the above an official grievance form must be completed and handed to the Edutel Project Manager. This must take place within three working days of the Edutel Project Manager informing the learner of the outcome of phase 1.

Upon receipt of the grievance form, the Edutel Project Manager, after consultation with the learner, must communicate the outcome to the learner, in writing, within three working days, for the purpose of solving the grievance.



If the learner's grievance is not settled to his/her satisfaction, the parties will proceed to the next phase.

Phase 3

The grievance form is handed to Edutel's Human Resource Manager who, within three days of receiving the form, arranges a grievance investigation, which will involve the following people:

- the learner
- witnesses (if any)
- Edutel Project Manager
- Human Resource Manager.

During the investigation an effort must be made to settle the grievance and Edutel's Human Resource Manager must comment in writing regarding his/her finding within three working days of the grievance investigation having been completed.

If the learner is not satisfied with the findings of the grievance investigation, the parties proceed to Phase 4.

Phase 4

The learner must make use of any appropriate statutory dispute-settling mechanisms as defined in the Labour Relations Act, unless otherwise agreed upon by the learner and Edutel.

CONTACT DETAILS

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VISIT OUR WEBSITE

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