

WHOLESALE AND RETAIL PROGRAMMES

OCCUPATIONAL Certificate: Store Person (NQF Level 2, SAQA ID 99703, 41 Credits)

This W&RSETA QCTO qualification prepares entry-level warehouse and retail store staff to move, pick, count, and safeguard stock in storage areas, reducing losses through correct handling and housekeeping.

COURSE STRUCTURE AND MODULES

Total 41 credits delivered via structured knowledge, practical skills, and workplace experience modules over 12 months.

Key Modules:

- Knowledge: Stock movement and packing concepts; picking and counting methods; safety, housekeeping and stock care standards.
- Practical skills: Move stock in and out of storage (PM-01); pack a variety of stock types; pick and count stock accurately using standard procedures.
- Work experience: Apply stock handling procedures in a live warehouse/retail environment; maintain safe, organised storage areas and assist with stock counts.

DURATION:

12 months (3 contact sessions plus 30 days workplace-based learning).

PROGRAMME OBJECTIVES:

- Equip store employees to handle diverse stock types safely and efficiently.
- Build accuracy in picking, packing, and stock counting.
- Embed housekeeping and safety standards for organised, loss-minimising storage areas.

ENTRY REQUIREMENTS:

- Communication at NQF Level 1.
- Mathematical Literacy at NQF Level 1.
- No prior formal qualification required for entry-level store roles.

WHO SHOULD APPLY:

- Store persons, pickers and pullers.
- Warehouse assistants and general workers.
- Retail back-office/backroom staff responsible for stock handling.

OCCUPATIONAL CERTIFICATE: VISUAL MERCHANDISER (NQF LEVEL 3, SAQA ID 99688, 30 CREDITS)

This W&RSETA-accredited QCTO qualification equips retail staff to plan and implement effective visual displays that drive sales, enhance customer engagement, and optimise store layouts using professional visual merchandising principles.

COURSE STRUCTURE AND MODULES

Total 30 credits delivered via 3 contact sessions plus 15 days workplace experience. The programme integrates knowledge modules (visual design and merchandising principles), practical skills (display creation and customer interaction), and work experience (implementation in live store environments).

Key modules:

- Knowledge: Visual merchandising concepts; focal point and display evaluation; space utilisation and layout principles; customer flow and sightline basics.
- Practical skills: Design and implement in-store displays; prepare and maintain promotional areas; attend to customer queries related to displays; support selling through effective visual presentation.
- Work experience: Apply merchandising standards in retail and wholesale environments; set up, refresh and dismantle displays; monitor stock presentation; identify and resolve display-related issues.

DURATION:

Typically 3–6 months, including 3 contact sessions plus 15 days structured workplace-based learning.

PROGRAMME OBJECTIVES:

- Develop the ability to evaluate focal points and store layouts to support sales.
- Build practical skills to create, implement and maintain captivating in-store displays.
- Strengthen customer service skills linked to visual presentation and promotions.
- Support full-service retail and wholesale environments through professional merchandising practice.

ENTRY REQUIREMENTS:

- Communication at NQF Level 2 or equivalent.
- Basic retail and customer service experience recommended.

WHO SHOULD APPLY:

- Retail sales assistants and shop floor staff.
- Store associates, display or promotions coordinators.
- Staff responsible for window displays, in-store promotions, or overall store presentation who want specialised visual merchandising certification and a stronger portfolio.

OCCUPATIONAL CERTIFICATE: SALES ASSISTANT (GENERAL) (RETAIL SALES ADVISOR) (NQF LEVEL 3, SAQA ID 99669, 54 CREDITS)

This W&RSETA-accredited QCTO qualification prepares entry- to intermediate-level retail staff to attend to customers, resolve queries, provide service excellence, build customer relationships, and manage full sales cycles in retail and wholesale environments.

COURSE STRUCTURE AND MODULES

Total 54 credits delivered in a structured learnership format, combining 11 knowledge modules, 11 practical skills modules and 32 workplace experience modules.

Key modules:

- Knowledge: Customer query resolution (4 credits); Service excellence/relationship building (3 credits); Full-service selling principles (4 credits).
- Practical Skills: Interact with customers (2 credits); Handle complaints (2 credits); Provide service/build relationships (2 credits); Execute sales cycle (3 credits); Advanced selling techniques (2 credits).
- Work Experience: Customer interaction processes (10 credits); Service procedures (8 credits); Sales cycle implementation (14 credits).

DURATION:

Typically 6 months, combining 3 contact sessions with structured workplace-based experience.

PROGRAMME OBJECTIVES:

- Equip sales advisors to manage diverse customer types confidently and professionally.
- Develop the ability to deliver consistent service excellence and build repeat-business relationships.
- Strengthen skills in resolving customer complaints and objections effectively.
- Enable learners to drive sales through complete, compliant sales cycles in full-service retail and wholesale operations.

ENTRY REQUIREMENTS:

- Communication and Mathematics at NQF Level 1 (Grade 9) or equivalent.
- Suitable for current or aspiring frontline retail staff.

WHO SHOULD APPLY:

- Retail sales assistants and floor staff.
- Cashiers and point-of-sale operators who also engage in selling.
- Customer service desk staff and call-off/tele-sales staff in retail or wholesale settings.
- Frontline staff seeking formal sales advisor certification and a stronger career pathway in retail.

OCCUPATIONAL CERTIFICATE: RETAIL SUPERVISOR (NQF LEVEL 4, SAQA ID 99573, 100 CREDITS)

This W&RSETA QCTO qualification prepares supervisors to manage retail/wholesale teams, monitor performance, supervise operations, handle customer service, and resolve queries in store environments.

COURSE STRUCTURE AND MODULES

Total 100 credits: 30 knowledge modules, 20 practical skill modules, 50 work experience modules.

Key modules:

Knowledge: Supervising staff concepts 10 credits; Performance monitoring principles (KM-02).

Practical Skills: Supervise operations (PM-03, 4 credits); Customer service supervision (PM-04, 2 credits); Resolve complaints (PM-05, 2 credits).

Work Experience: Staff supervision processes (WM-01); Performance improvement procedures.

DURATION:

12 months blended learning with workplace practice and integrated assessments.

PROGRAMME OBJECTIVES:

Equip supervisors to control/coordinate teamwork, improve productivity, ensure customer satisfaction, and maintain operational standards in wholesale/retail settings.

ENTRY REQUIREMENTS:

NQF Level 3 qualification; retail/wholesale experience; communication skills.

WHO SHOULD APPLY:

Retail team leaders, shift supervisors, or department coordinators seeking formal occupational certification for frontline management roles.

OCCUPATIONAL CERTIFICATE: RETAIL BUYER (NQF LEVEL 5, SAQA ID 103145, 131 CREDITS)

This W&RSETA QCTO qualification trains professionals to source, buy, and allocate stock for wholesale and retail outlets while managing supplier relationships and optimizing stock performance.

COURSE STRUCTURE AND MODULES

Total 131 credits: 26 knowledge modules, 40 practical skill modules, 65 workplace modules delivered through blended learning.

Key Modules

- Knowledge: Supplier relationship management (10 credits); Product sourcing/supplier selection (7 credits); Merchandise Buying Principles (6 credits); Stock allocation (3 credits).
- Practical Skills: Manage supplier/stock performance (10 credits); Negotiate with suppliers (4 credits); Buy products (7 credits); Plan/allocate stock to stores (6 credits).
- Work Experience: Supplier performance processes (8 credits); Sourcing/setting ranges (12 credits); Negotiation/buying procedures (25 credits); Store allocation (12 credits).

DURATION:

Typically 12 months including theory, practical training, workplace experience, and assessments.

PROGRAMME OBJECTIVES:

- Enable buyers to manage suppliers/stock performance
- Source/select products,
- Negotiate purchases
- Allocate stock effectively to support retail/wholesale business objectives.

ENTRY REQUIREMENTS:

- NQF Level 4 (Matric/Grade 12) or equivalent.
- Business, retail or supply chain operations experience recommended, especially in stock, ordering or merchandising roles.

WHO SHOULD APPLY:

- Retail and wholesale supervisors or team leaders involved in stock and purchasing decisions.
- Merchandisers, replenishment and procurement staff supporting buying functions.
- Assistant buyers or aspiring buyers seeking formal procurement certification for more strategic buying roles.

OCCUPATIONAL CERTIFICATE: RETAIL CHAIN STORE MANAGER (NQF LEVEL 5, SAQA ID 103150)

This W&RSETA QCTO qualification trains managers to oversee chain retail operations, manage teams, optimize stock/financial performance, drive sales strategies, ensure customer satisfaction across multiple outlets.

COURSE STRUCTURE AND MODULES

Total credits structured across knowledge modules (26 credits: retail operations/communication/leadership), practical skill modules (manage employee performance/operations), and work experience modules.

Key modules:

- Knowledge: Retail operations management (NQF 5, 4 credits); Communication principles (4 credits); Leading teams in chain stores (7 credits).
- Practical Skills: Manage employee performance (PM-01, 3 credits); Operational processes (PM-02, 2 credits); Stock planning/merchandising.
- Work Experience: Team leadership; Supplier relationships; Financial controls; Service standards.

DURATION:

12–24 months in a blended learning format, combining facilitated modules with structured workplace practice and culminating in an integrated summative assessment.

PROGRAMME OBJECTIVES:

- Develop managers who can plan and control day-to-day chain store operations.
- Strengthen ability to lead productive, customer-focused teams.
- Build skills to optimise stock and inventory levels across stores.
- Support achievement of sales, margin and other financial performance targets.
- Equip managers to implement customer-centric strategies in competitive retail environments.

ENTRY REQUIREMENTS:

- NQF Level 4 qualification (Grade 12/NSC or equivalent).
- Existing or recent retail supervisory experience.
- Communication and numeracy competencies at NQF Level 4.

WHO SHOULD APPLY:

- Retail supervisors, department heads and assistant store managers.
- Area coordinators or junior area managers in chain or franchise environments.
- Wholesale and retail staff preparing for multi-store or higher-level store management roles.

OCCUPATIONAL CERTIFICATE: PURCHASING OFFICER (NQF LEVEL 6, SAQA ID 91788, 161 CREDITS)

This QCTO qualification prepares professionals to manage procurement processes, supplier negotiations, contract administration, and supply chain coordination across industries including retail, manufacturing, and services.

COURSE STRUCTURE AND MODULES

The program totals 161 credits across knowledge modules (procurement strategy, legal frameworks), practical skills (supplier evaluation, tender management), and workplace experience (contract execution, performance monitoring).

Key modules:

- Knowledge: Procurement legislation/compliance; Supplier relationship management; Contract law principles.
- Practical Skills: Conduct tender processes; Negotiate contracts; Evaluate supplier performance.
- Work Experience: Implement procurement schedules; Manage supplier databases; Monitor contract compliance.

DURATION:

Typically 18–24 months, blending structured theory, practical application, and workplace-based learning, and culminating in an External Integrated Summative Assessment (EISA).

PROGRAMME OBJECTIVES:

- Develop advanced competence to source and evaluate suppliers strategically.
- Strengthen skills in negotiating favourable commercial and contractual terms.
- Build capability to manage supplier contracts and relationships effectively.
- Ensure compliance with organisational policies, legislation and regulatory requirements.
- Optimise procurement costs and value while identifying and mitigating supply chain and sourcing risks.

ENTRY REQUIREMENTS:

- NQF Level 5 qualification (for example a National Diploma or equivalent).
- Mathematical Literacy at NQF Level 4 or above.
- Relevant procurement, buying or supply chain operations experience recommended.

WHO SHOULD APPLY:

- Procurement specialists and buyers involved in sourcing and supplier management.
- Contract administrators and vendor management practitioners.
- Supply chain, logistics or operations coordinators who support purchasing decisions.

- Professionals seeking advanced certification for strategic purchasing and procurement roles.