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HOLDINGS

## QUALIFICATIONS

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**Qualification  
Categories**



**SETA  
Accreditation**



**Contact Us**



# Qualification Categories

**Administration**

**Leadership**

**Contact Centre**

**Logistics**

**Entrepreneurship**

**Project  
Management**

**Information  
Technology**

**Retail**



# Administration

**Business Administration  
Services NQF 3**

**Business Administration  
Services NQF 4**



# National Certificate: Business Administration Services

SAQA ID: 67465 | NQF LEVEL: 3 | CREDITS: 120 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

This qualification is for any individual who is, or wishes to be, involved in the administration function in any organization or business in any sector, or field as well as in non-commercial organisations such as clubs and charitable organisations.

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Gather and report information
- Plan, monitor, and control and information system
- Maintain booking systems
- Participate in meetings and process documents and communications related thereto
- Utilise technology to produce information
- Plan and conduct basic research in an office environment
- Coordinate meetings, minor events, and travel arrangements
- Set personal goals
- Function in a team and overall business environment
- Demonstrate an understanding of employment relations

## Possible careers on completion

Qualifying learners could follow a career in:

- Secretarial services
- Reception services
- Switchboard operations
- Financial administration
- Banking administration
- Personal/executive assistant services
- Data capturing /Typing
- Human Resources administration
- Basic Contracts administration
- Legal secretarial services
- Reception supervision
- Project coordination



# National Certificate: Business Administration Services

SAQA ID: 67465 | NQF LEVEL: 3 | CREDITS: 120 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Modules and Courses

### Module 1: Professional Behaviour

- Maintain a secure working environment
- Function in a business environment
- Operate in a team
- Use communication skills to handle and resolve conflict in the workplace

### Module 2: Computer Literacy

- MS Word Level 1
- MS Excel Level 1
- Internet
- Plan, monitor, and control an information system in a business environment

### Module 3: Communication Skills

- Communicate verbally and non-verbally in the workplace
- Interpret and use information from texts
- Write texts for a range of communicative contexts
- Accommodate audience and context needs in oral communication

### Module 4: Business Skills

- Apply basic business principles
- Plan and conduct basic research in an office environment
- Demonstrate an understanding of a selected business environment
- Interpret basic financial statements

### Module 5: Human Resources

- Introduce new staff to the workplace
- Demonstrate understanding of employment relations in an organisation

### Module 6: Office Administration

- Monitor and control the maintenance of office equipment
- Maintain a booking system
- Co-ordinate meetings, minor events, and travel arrangements
- Monitor and control office supplies
- Plan and prepare meeting communications

### Module 7: Business Mathematics

- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues
- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Investigate life and work-related problems using data and probabilities
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Perform basic business calculations



# Further Education and Training Certificate: Business Administration Services

SAQA ID: 61595 | NQF LEVEL: 4 | CREDITS: 140 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

This qualification is for any individual who is or wishes to be involved in the administration function within any industry, or non-commercial venture/organisation.

The qualification offers the learner knowledge and skills in the Management of Records, comprehension of written and verbal texts, Business Writing, Problem Solving, Ethics, Cultural Awareness, Self-Management, and Self Development, Project Teamwork, and Business Policies and Procedures. The qualification also enables the learner to specialise in areas of administration such as Reception, Executive Administration, Financial Literacy, Relationship Management, Legal Knowledge, Communication, Project Administration and Support, Call Centre Administration, and Human Resources.

## Possible careers on completion

Qualifying learners could follow a career in:

- Secretarial services
- Reception services
- Switchboard operations
- Financial administration
- Banking administration
- Personal/executive assistant services
- Technical assistance
- Typing
- Data capturing
- Systems administration
- Human Resources administration
- Basic contracts administration
- Legal secretarial services
- Reception supervision
- Change administration and management
- Relationship management
- Project coordination.

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Know the procedures for stock and fixed asset control
- Develop administrative systems
- Improve organisational effectiveness
- Present information that is routinely and regularly required, as well as specific information that is requested from time-to-time
- Manage service providers
- Be an effective employee in the administrative section of an organisation
- Be aware of how fraud can be present in an office environment and assist in its control
- Display cultural awareness in dealing with customers and colleagues and utilising the differences in a positive way to enhance the effectiveness and image of the organisation
- Identify and solve work-related problems together with others
- Apply efficient time management processes, procedures, and techniques
- Be an effective member of a team
- Become a knowledge worker
- Identify information sources to be able to quickly access information when it is required
- Liaise with clients (internal and external) to verify that the format used for reports serves the purpose
- Make amendments to report format and writing style, if necessary.



# Further Education and Training Certificate: Business Administration Services

SAQA ID: 61595 | NQF LEVEL: 4 | CREDITS: 140 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Modules and Courses

### Module 1: Work and Career Orientation

- Achieve personal effectiveness in business environment
- Comply with organisational ethics
- Work as a project team member
- Apply efficient time management to the work of a department/division/section
- Apply knowledge of self and team in order to develop a plan to enhance team performance
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace
- Apply the Batho Pele principles to own work role and context

### Module 2: Maths Literacy

- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Measure, estimate and calculate physical quantities and explore, critique and prove geometrical relationships in 2 and 3 dimensional space in the life and workplace of adult with increasing responsibilities

### Module 3: Business Communication

- Present information in report format
- Interpret a variety of literary texts
- Engage in sustained oral communication and evaluate spoken texts
- Read, analyse and respond to a variety of texts
- Write for a wide range of contexts
- Use the writing process to compose texts required in the business environment
- Accommodate audience and context needs in oral communication
- Interpret and use information from texts
- Write/present/sign texts for a range of communicative contexts

### Module 4: Finance for Office Administrators

- Developments that could impact on a business sector
- Management of stock and fixed assets
- Control of fraud in an office environment
- Manage expenditure against a budget

### Module 5: Administration skills

- Develop administrative procedures in an organisation
- Manage administration records

### Module 6: Customer Care

- Contract service providers
- Cultural awareness in the workplace
- Manage service providers in a selected organisation



# Contact Centre

**Contact Centre Support  
NQF Level 2**

**Contact Centre and Business  
Process Outsourcing Support  
NQF Level 3**



# National Certificate: **Contact Centre Support**

SAQA ID: 71490 | NQF LEVEL: 2 | CREDITS: 124 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

Any individual who is or wishes to be involved in the contact centre industry will have access to this qualification. It also serves as the entry qualification into Contact Centre operations and management.

## Possible careers on completion

Qualifying learners could follow a career in:

- Inbound call centre agents
- Outbound call centre agents

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Identify contact centre customers and their needs
- Respond to customers with factual and accurate information
- Gather and process data specifically related to contact centres
- Operate as a team member in a diverse working environment
- Perform to the required standards and requirements
- Implement and articulate operational activities in a contact centre



# National Certificate: **Contact Centre Support**

SAQA ID: 71490 | NQF LEVEL: 2 | CREDITS: 124 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA



## Modules and Courses

### Module 1: Work Orientation

- Contribute to a diverse working environment in a contact centre
- Meet performance standards within a contact centre
- Instill in me a personal contact centre culture
- Work as a member of a contact centre team

### Module 2: Communication

- Access and use information from texts
- Maintain and adapt oral/signed communication
- Use language and communication in occupational learning programmes
- Write/present for a defined context

### Module 3: Mathematical Literacy

- Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life-related problems
- Demonstrate understanding of rational and irrational numbers and number systems
- Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal and community life
- Work with a range of patterns and functions and solve problems

### Module 4: Data Capturing

- Collect and record information queries and requests from customers
- Input data received onto appropriate computer packages within a contact centre
- Gather and provide relevant information to contribute to contact centre problem solving

### Module 5: Service Excellence

- Identify and respond to customer needs in a contact centre
- Provide information to customers in a contact centre
- Handle a range of customer complaints in contact centres

### Module 6: Inbound/Outbound Call Centre Skills

- Apply in-bound contact centre operations within a commercial environment
- Apply out-bound contact centre operations within a commercial environment



# National Certificate: **Contact Centre and Business Process Outsourcing Support**

SAQA ID: 93997 | NQF LEVEL: 3 | CREDITS: 124 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA



## **Purpose of this Qualification**

A person acquiring this qualification will be able to manage first-line managers in an organisational entity. Learners will be provided with competencies to handle both inbound and outbound interactions/traffic, within different types of operations of contact centre and/or Business Process Outsourcing. The qualification develops skills in the use of various communication channels e.g. telephone, fax, email, internet, intranet, multifunction devices, webchat, SMS, and letters. The qualification also develops skills in dealing with walk-in clients. The qualification will also provide learning opportunities in the knowledge and skills required to perform back-office processes and tasks. Learners will have the opportunity to learn, develop and practice the skills required to make an effective contribution in a general contact centre and/or Business Process Outsourcing environment.

## **Possible careers on completion**

Qualifying learners could follow a career in:

- Senior Managers
- Executives
- Directors

## **Exit level Outcomes**

On achieving this qualification, the learner will be able to:

- Provide effective customer service in a contact centre and/or Business Process Outsourcing centre
- Demonstrate knowledge of and use communication technology in a contact centre environment
- Capture data to track interactions
- Work effectively as a team member in a group to enhance team performance



# National Certificate: **Contact Centre and Business Process Outsourcing Support**

SAQA ID: 93997 | NQF LEVEL: 3 | CREDITS: 124 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Modules and Courses

### Module 1: Work Orientation

- Use time management techniques to manage time in a financial services environment
- Apply knowledge of self and team to develop a plan to enhance team performance
- Identify causes of stress and techniques to manage it in the workplace
- Apply knowledge of HIV/AIDS to a specific business sector and a workplace
- Demonstrate understanding of employment relations in an organisation
- Explain basic health and safety principles in and around the workplace

### Module 2: Communication

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues

### Module 3: Computer Skills

- MS Excel Level 1

### Module 4: Mathematical Literacy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Investigate life and work-related problems using data and probabilities
- Write/present/sign texts for a range of communicative contexts

### Module 5: Data Capturing

- Collect and record information queries and requests from customers
- Process data using information technology
- Interpret classification systems to organise, retrieve and dispose of records

### Module 6: Service Excellence

- Communicate with customers in a contact centre and BPO
- Demonstrate an understanding of contact centre and BPO working practices
- Handle a range of customer complaints in a contact centre and BPO

### Module 7: Inbound/Outbound Call Centre Skills

- Process incoming and outgoing telephone calls
- Manage inbound and/or outbound calls in a contact centre

### Module 8: Specialised Call Centre Skills

- Negotiate an agreement or deal in an authentic work situation
- Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts a specific financial services sub-sector
- Describe standard insurance cover in terms of SASRIA
- Conduct exhibition telemarketing



# Entrepreneurship

**New Venture Creation  
(SMME)  
NQF Level 2**

**New Venture Creation  
NQF Level 4**



# National Certificate: **New Venture Creation (SMME)**

SAQA ID: 49648 | NQF LEVEL: 2 | CREDITS: 138 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

The purpose of the NQF level 2 New Venture Creation qualification is to provide a qualification that can form the basis for structured programmes for potential and existing entrepreneurs to capitalise on opportunities to start and grow sustainable businesses that form part of the mainstream economy, enabling the learners to tender for business opportunities within both the public and private sectors. This qualification is designed for learners who intend to set up or have already set up own ventures. Assessment of the competencies and knowledge in the qualification needs to be done in the context of the learner's own new venture

## Possible careers on completion

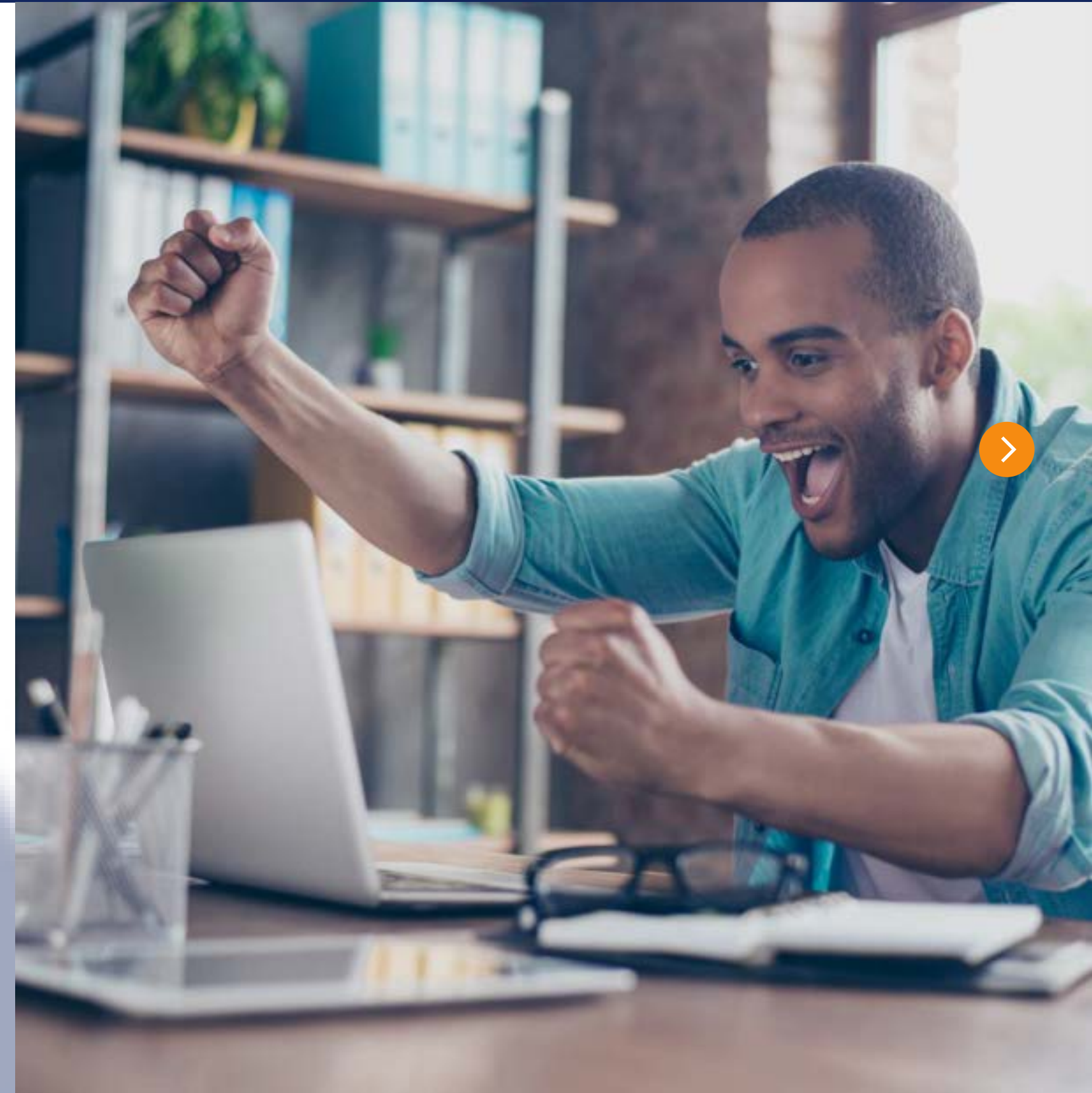
Qualifying learners could follow a career in:

- Entrepreneurs
- Business owners
- Senior Managers
- Managing Directors
- Divisional Heads

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Use basic mathematics in order to fulfil new venture functions effectively
- Apply basic communication skills in a new venture creation context
- Determine market requirements and manage the relevant marketing and selling processes
- Demonstrate an understanding of the sector/industry in which the business operates
- Determine financial requirements and manage financial resources of a new venture
- Manage business operations



# National Certificate: **New Venture Creation (SMME)**

SAQA ID: 49648 | NQF LEVEL: 2 | CREDITS: 138 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Modules and Courses

### Module 1: Work Orientation

- Apply basic business ethics in a work environment
- Behave in a professional manner in a business environment
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation, and a specific workplace

### Module 2: Communication

- Access and use information from texts
- Maintain and adapt oral communication
- Use language and communication in occupational learning programmes
- Write for a defined context

### Module 3: Mathematical Literacy

- Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems
- Demonstrate understanding of rational and irrational numbers and number systems
- Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal and community life
- Work with a range of patterns and functions and solve problems

### Module 4: Management of a New Venture

- Manage business operations
- Administer contracts for a selected new venture

### Module 5: Finances of a New Venture

- Determine financial requirements of a new venture
- Identify the composition of a selected new venture's industry/sector and its procurement systems
- Manage finances for a new venture
- Produce a business plan for a new venture
- Prepare and process documents for financial and banking processes

### Module 6: Marketing and Sales

- Apply the basic skills of customer service
- Identify and demonstrate entrepreneurial ideas and opportunities
- Manage marketing and selling processes of a new venture
- Match new venture opportunity to market needs
- Co-ordinate meetings, minor events, and travel arrangements
- Monitor and control the receiving and satisfaction of visitors
- Tender for business or work in a selected new venture



# Further Education and Training Certificate: **New Venture Creation**

SAQA ID: 66349 | NQF LEVEL: 4 | CREDITS: 149 | Entry Level Requirement: Grade11/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA



## Purpose of this Qualification

The purpose of the qualification is to develop the appropriate skills and knowledge required by a person for the establishment and development of a small to medium business venture and address the economic, administrative, and behavioural (psycho-social) barriers that contribute to success in starting and sustaining the venture.

This qualification is intended for persons who wish to start, operate, manage and grow a new small to a medium business venture. Learners attempting this qualification will be equipped with a variety of technical, business managerial, and personal skills and strategies to help them succeed in the creation and sustenance of a business. The successful learner will develop a sound foundation for the application of these skills and knowledge to explore a diverse range of entrepreneurial opportunities.

## Possible careers on completion

Qualifying learners could follow a career in:

- Entrepreneurs
- Business Owners
- Senior Managers
- Managing Directors
- Divisional Heads

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Demonstrate an ability to identify and create a new venture
- Demonstrate knowledge of interpersonal skills required in a business environment
- Demonstrate an understanding of basic economics within a market economy
- Manage a new venture by applying business principles and techniques
- Demonstrate an understanding of the role of leadership and management



# Further Education and Training Certificate: **New Venture Creation**

SAQA ID: 66349 | NQF LEVEL: 4 | CREDITS: 149 | Entry Level Requirement: Grade11/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Modules and Courses

### Module 1: Basic Computer Skills

- Apply basic computer technology

### Module 2: Communication

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts
- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Read/view, analyse and respond to a variety of texts
- Use language and communication in occupational learning programmes
- Write/present/sign for a wide range of contexts

### Module 3: Mathematical Literacy

- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life-related problems
- Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal, business, national, and international issues

### Module 4: Management of a New Venture

- Explain and apply the concept, principles, and theories of motivation in a leadership context
- Implement an action plan for a new venture
- Manage general administration
- Plan and manage production/operations in a new venture
- Plan strategically to improve new venture performance
- Implement and manage human resources and labour relations policies and acts

### Module 5: Finances of a New Venture

- Apply the principles of costing and pricing to a business venture
- Finance a new venture
- Manage finances of a new venture

### Module 6: Marketing and Sales

- Apply innovative thinking to the development of a small business
- Demonstrate an understanding of an entrepreneurial profile
- Demonstrate an understanding of the function of the market mechanisms in a new venture
- Negotiate an agreement or deal in an authentic work situation
- Produce business plans for a new venture
- Research the viability of new venture ideas/opportunities



# Information Technology

**End-User Computing**  
NQF Level 3

**IT: System Support**  
NQF Level 5

**Business Analysis**  
NQF Level 6



# National Certificate: End User Computing

SAQA ID: 61591 | NQF LEVEL: 3 | CREDITS: 130 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: MICT SETA

## Purpose of this Qualification

The purpose of the qualification is to build the knowledge and skills required by learners in End User Computing. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently in the End User Computing environment in the South African community and to respond to the challenges of the economic environment.

## Possible careers on completion

Qualifying learners could follow a career in:

- Reception services
- Switchboard operations
- Financial administration
- Banking administration
- Personal/executive assistant services
- Typing
- Data capturing
- Project coordination

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Demonstrate an understanding of applying Graphical User Interface (GUI)-based Word Processing Application skills in the workplace
- Demonstrate an understanding of applying Graphical User Interface (GUI)-based Presentation Application skills in the workplace
- Demonstrate an understanding of applying GUI-based Spreadsheet Application skills in the workplace
- Demonstrate an understanding of applying GUI-based Electronic Mail Application skills in the workplace
- Demonstrate an understanding of applying GUI-based Web Browser Application skills in the workplace
- Improve communication by combining communication skills with End User Computing skills
- Improve the application of mathematical literacy in the workplace, by better utilising End User Computing Applications
- Demonstrate an understanding of the use of Information Communications & Technology (ICT) in an organisation & the impact it has on societies



# National Certificate: End User Computing

SAQA ID: 61591 | NQF LEVEL: 3 | CREDITS: 130 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: MICT SETA

## Modules and Courses

### Module 1: Computer Basics

- Basic Computer Skills
- MS PowerPoint
- MS Excel
- Google Sheets and Forms
- MS Outlook
- MS Word
- Use a GUI-based word processor to enhance a document through the use of tables and columns

### Module 2: Business Communication

- Accommodate audience and context needs in oral communication
- Use language and communication in occupational learning programmes
- Write texts for a range of communicative contexts
- Present information in report format

### Module 3: Finance for Office Administrators

- Apply basic invoicing and accounting principles
- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues
- Interpret basic financial statements

### Module 4: Maths Literacy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts

### Module 5: Project Management

- Work as a project team member
- Apply a range of project management tools

### Module 6: Work and Career Orientation

- Investigate life and work-related problems using data and probabilities
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation, and a specific workplace.



# National Certificate: Information Technology: System Support

SAQA ID: 48573 | NQF LEVEL: 5 | CREDITS: 147 | Entry Level Requirement: Grade12/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: MICT SETA



## Purpose of this Qualification

To develop learners with the requisite competencies against the skills profile for the systems support career path (The overarching aim being to develop a broader base of skilled ICT professionals to underpin economic growth).

## Possible careers on completion

Qualifying learners could follow a career in:

- Networking Support
- Systems Support
- IT Helpdesk support
- IT Technician

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Use a logical methodology to troubleshoot the common types of hardware and software problems typically encountered in the day-to-day operations of a department in an organisation.
- Understand the role of technology in the business context.
- Demonstrate basic application support skills
- Demonstrate operating system support skills
- Demonstrate network support skills
- Relate business problems and information technology solutions
- Demonstrate appropriate technical reporting skills
- Demonstrate appropriate customer care in the context of IT support
- Function appropriately in a change management process within a support team
- Demonstrate hardware support skills for server computers
- Demonstrate an understanding of systems supports contextualised within a selected work area.



# National Certificate: Information Technology: System Support

SAQA ID: 48573 | NQF LEVEL: 5 | CREDITS: 147 | Entry Level Requirement: Grade12/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: MICT SETA

## Modules and Courses

### Module 1: Personal Development

- Use computer technology to research a computer topic
- Work as a project team member
- Apply the principles of resolving problems for single-user and multi-user computer operating systems
- Conduct a technical practitioners meeting
- Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa
- Demonstrate an understanding of estimating a unit of work and the implications of late delivery
- Explain the principles of business and the role of information technology
- Writing business reports in retail/wholesale practices

### Module 2: Client-Server Networking

- Demonstrate an understanding of issues affecting the management of a local area computer network (LAN)
- Demonstrate an understanding of the concepts of multi-user computer operating systems

### Module 3: Configure, Operate and Administer Server Computer and Peripherals

- Administer a local area computer network
- Install and configure a multi-user networked operating system
- Monitor and maintain a multi-user networked operating system
- Test networked IT systems against given specifications write/present/sign texts for a range of communicative contexts

### Module 4: Database Access

- Create database access for a computer application using structured query language
- Demonstrate an understanding of Computer Database Management Systems
- Administer security systems for a multi-user computer

### Module 5: Design a LAN for Developmental office and Enterprise Development

- Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement
- Describe enterprise systems management and its role in IT systems support
- Design a local area computer network for a departmental office environment

### Module 6: Network, Concepts, Architecture and Standards

- Demonstrate an understanding of different computer network architectures and standards
- Demonstrate an understanding of local area computer networks, by installing a networked workstation
- Demonstrate an understanding of Wide Area Computer Networks (WAN`s), comparing them with Local Area Networks (LAN`s)
- Install and commission a local area computer network



# National Certificate: **Business Analysis**

SAQA ID: 63909 | NQF LEVEL: 6 | CREDITS: 149 | Entry Level Requirement: Grade12/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: MICT SETA

## Purpose of this Qualification

Business analysis is a vital instrument within the business environment to ensure that information technology is able to provide effective solutions for business enterprises. The development of business analysts through a suite of qualifications will have a positive impact on the broader economy of South Africa. It will also assist with bringing South Africa inline with international trends and satisfy industry requirements

## Possible careers on completion

Qualifying learners could follow a career in:

- Business Analyst
- System tester
- System implementation

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Analyse a business scenario
- Develop a business case
- Compile user requirement specifications
- Develop functional specifications
- Monitor quality assurance activities throughout the life cycle of the project



# National Certificate: **Business Analysis**

SAQA ID: 63909 | NQF LEVEL: 6 | CREDITS: 149 | Entry Level Requirement: Grade12/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: MICT SETA



## Modules and Courses

### Module 1: Essential Skills

- Demonstrate logical problem solving and error detection techniques
- Apply concepts and principles of business ethics in the professional environment
- Plan and monitor the business analysis process

### Module 2: Solution Requirements

- Analyse and participate in the design of information systems

### Module 3: Business Process Analysis

- Perform Enterprise Analysis
- Perform requirements elicitation
- Conduct an organisational needs analysis
- Develop understanding within an organisation about the risks associated with its functioning and contexts

### Module 4: Data Requirements

- Conduct solution assessment and validation
- Manage and communicate requirements
- Investigate implementation options for Information Technology (IT) solutions

### Module 5: Quality Assurance

- Conduct communication within a business environment
- Perform requirements analysis
- Contribute to the implementation, post-implementation review and maintenance of information systems



# Leadership

**Generic Management  
NQF Level 3**

**Generic Management  
NQF Level 4**

**Generic Management  
NQF Level 5**



# National Certificate: **Generic Management**

SAQA ID: 83946 | NQF LEVEL: 3 | CREDITS: 120 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

The purpose of the qualification is to build the knowledge and skills required by employees in junior management who have had schooling below NQF level 3. It is intended to empower learners to acquire knowledge, skills, attitudes, and values required to operate confidently as junior managers in the South African community and to respond to the challenges of the economic environment and changing world of work.

## Possible careers on completion

- Qualifying learners could follow a career in:
- Anybody pursuing a career in management

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Coordinating with others
- Making significant choices from a wide range of procedures
- Operating in several contexts
- Making comparisons
- Performing junior management functions
- Maintaining records
- Carrying out simple research and tasks
- Interpreting current affairs related to a specific business sector
- Recognising the effect of HIV/AIDS on the specific workplace, business sub-sector, and own organisation
- Applying knowledge of self and team to enhance team performance
- Managing time and the work process
- Explaining the structure of an organisation
- Conducting a formal meeting
- Inducting a new member of a team
- Motivating a team
- Describing the management function of an organisation



## Modules and Courses

### Module 1: Communication

- Accommodate audience and context needs in oral communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write texts for a range of communicative contexts

### Module 2: Mathematical Literacy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Investigate life and work-related problems using data and probabilities
- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues

### Module 3: Basic Computer Skills

- Basic Computer Skills
- MS Excel Level 1
- MS Word Level 1
- MS PowerPoint Level 1
- MS Outlook

### Module 4: Understanding the workplace

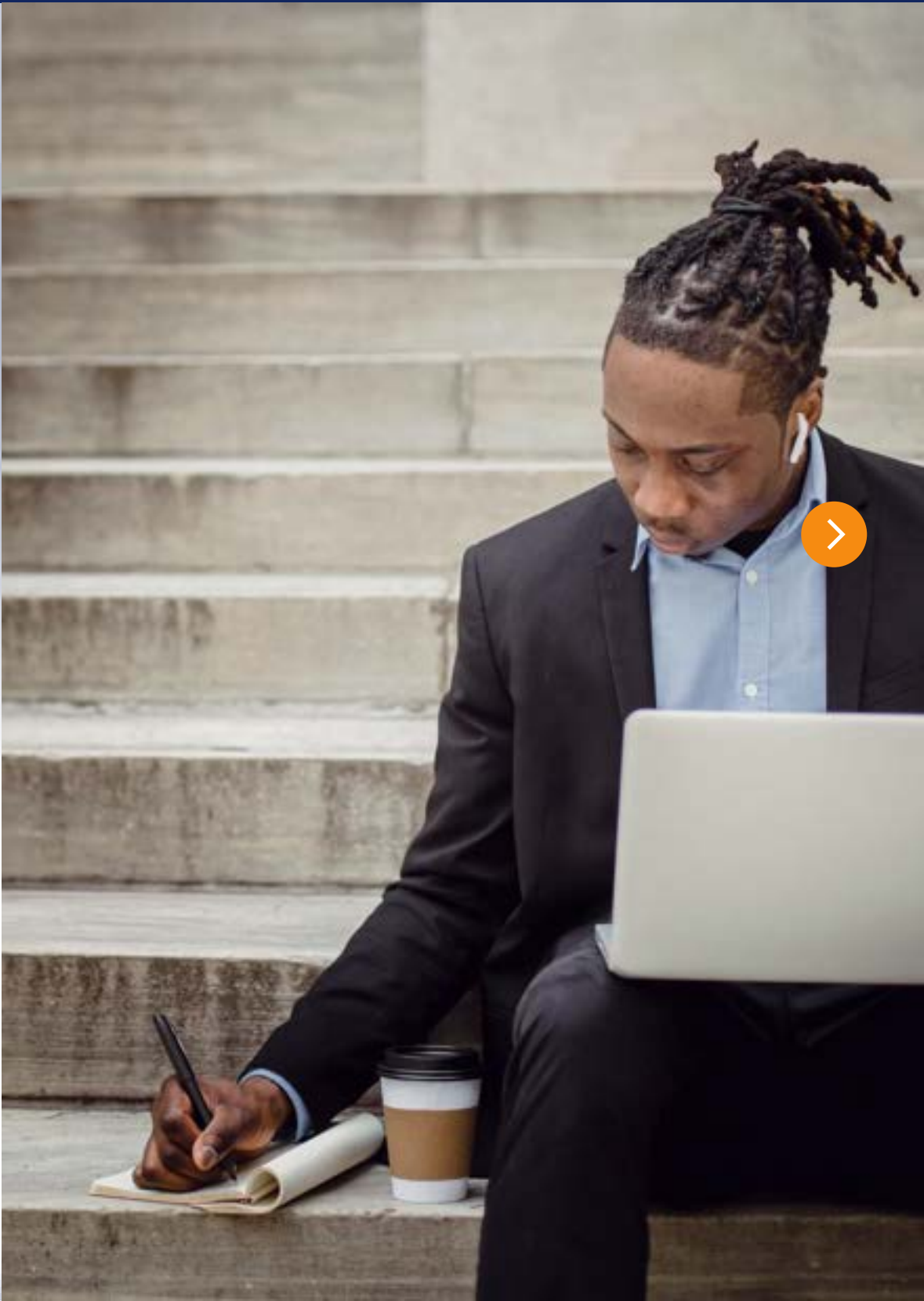
- Interpret current affairs related to a specific business sector
- Identify and explain the core and support functions of an organisation
- Describe and apply the management functions of an organisation

### Module 5: Business Processes

- Conduct a structured meeting
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation, and a specific workplace
- Maintain records for a team
- Prioritise time and work for self and team

### Module 6: Role of a team player

- Identify responsibilities of a team leader in ensuring that organisational standards are met
- Induct a new member into a team
- Motivate a team



# National Certificate: **Generic Management**

SAQA ID: 57712 | NQF LEVEL: 4 | CREDITS: 150 | Entry Level Requirement: Grade11/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

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

## Possible careers on completion

Qualifying learners could follow a career in:

- Team Leaders
- Supervisors
- Foreman
- Section Heads

## Exit level Outcomes

On achieving this qualification, the learner will be able to

- Develop plans to achieve defined objectives
- Organise resources following the developed plan
- Lead a team to work co-operatively to achieve objectives
- Monitor performance to ensure compliance with a developed plan
- Make decisions based on a code of ethics



## Modules and Courses

### Module 1: Work Orientation

- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation, and a specific workplace

### Module 2: Communication

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts
- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Read/view, analyse and respond to a variety of texts
- Use the writing process to compose texts required in the business environment
- Write/present/sign for a wide range of contexts

### Module 3: Mathematical Literacy

- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Represent, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

### Module 4: Improve Team Effectiveness

- Apply the organisation's code of conduct in a work environment
- Conduct a structured meeting
- Employ a systematic approach to achieving objectives
- Identify responsibilities of a team leader in ensuring that organisational standards are met
- Motivate and build a team
- Prioritise time and work for self and team
- Solve problems, make decisions and implement solutions
- Identify and explain the core and support functions of an organisation
- Induct a member into a team
- Maintain records for a team
- Describe and assist in the control of fraud in an office environment
- Develop administrative procedures in a selected organisation
- Manage administration records
- Manage service providers in a selected organisation
- Apply efficient time management to the work of a department/division/section

### Module 5: Monitor Team Effectiveness

- Apply leadership concepts in a work context
- Monitor the level of service to a range of customers
- Manage individual and team performance

### Module 6: Manage Finance

- Manage expenditure against a budget



## Purpose of this Qualification

A person acquiring this qualification will be able to manage first-line managers in an organisational entity.

## Possible careers on completion

Qualifying learners could follow a career in:

- Senior Managers
- Executives
- Directors

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Initiating, developing, implementing, and evaluating operational strategies, projects, and action plans, and where appropriate, recommending change within teams and/or the unit to improve the effectiveness of the unit
- Monitoring and measuring performance and applying continuous or innovative improvement interventions in the unit 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 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 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





## Modules and Courses

### Module 1: Communication Techniques

- Interpret and manage conflicts within the workplace
- Use communication techniques effectively

### Module 2: Monitor Team Effectiveness

- Monitor and evaluate team members against performance standards
- Apply the principles of ethics to improve organisational culture

### Module 3: Improve Team Effectiveness

- Create and manage an environment that promotes innovation
- Lead people development and talent management
- Select and coach first line managers
- Build teams to achieve goals and objectives
- Recruit and select candidates to fill defined positions
- Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks
- Apply the principles and concepts of emotional intelligence to the management of self and others

### Module 4: Improve Workplace relationships

- Formulate recommendations for a change process
- Devise and apply strategies to establish and maintain workplace relationships
- Manage a diverse workforce to add value
- Analyse leadership and related theories in a work context

### Module 5: Manage Finance

- Monitor, assess, and manage risk
- Apply the principles of knowledge management
- Apply a systems approach to decision making
- Apply mathematical analysis to economic and financial information.
- Manage the finances of a unit
- Identify brand mix elements

### Module 5: Project Planning

- Develop, implement and evaluate an operational plan
- Develop, implement and evaluate a project plan

### Wholesale and Retail Elective (63334)

- Manage stock holding procedures in a wholesale and retail unit
- Manage cold chain processes in a wholesale and retail unit
- Manage shrinkage and losses in a wholesale and retail unit
- Manage procedures that increase the net income of a wholesale and retail unit



# Logistics

Road Transport  
Supervision NQF 4

Supply Chain  
Management NQF 5



# Further Education and Training Certificate: Road Transport Supervision

SAQA ID: 48439 | NQF LEVEL: 4 | CREDITS: 138 | Delivery: Online/Blended/Classroom | Accreditation: TETA SETA

## Entry Level Requirement:

- Numeracy, Literacy & Communication equal to NQF 3
- Technical skills pertaining to agricultural activities equal to NQF 3

## Purpose of this Qualification

The purpose of this qualification is to facilitate training and educational opportunities for individuals currently employed in the Southern African road transport industry or those wishing to pursue a career in this industry. Individuals will have the opportunity to specialise in either freight or passenger-related fields. The training will be applicable and appropriate to companies where transport is a primary or secondary function.

## Possible careers on completion

Qualifying learners could follow a career in:

- Transport Supervisor
- Transport Controller
- Transport Asset Manager
- Fleet Manager
- Transport Manager

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Apply knowledge and understanding to the creation and maintenance of customer service and standards
- Apply strategic and critical approaches to general management responsibilities in order to meet organisational objectives
- Manage the transportation of different types of goods to ensure their safe delivery
- Implement and control routing and scheduling requirements for passenger transport.
- Manage and control a range of projects to ensure effective execution and successful achievement of organisational objectives and targets
- Strategic and critical approaches to decision-making and problem solving is undertaken to manage the transportation of passengers and/or freight
- Relevant technology is applied to enhance and support transport information, financial activities and manage logistics operations
- Impact in the marketing strategy of the organisation in order to remain market-focused and achieve organisational goals



# Further Education and Training Certificate: Road Transport Supervision

SAQA ID: 48439 | NQF LEVEL: 4 | CREDITS: 138 | Delivery: Online/Blended/Classroom | Accreditation: TETA SETA

- Entry Level Requirement:**
- Numeracy, Literacy & Communication equal to NQF 3
  - Technical skills pertaining to agricultural activities equal to NQF 3

## Modules and Courses

### Module 1: Customer Satisfaction

- Manage customer satisfaction in a road transport activity

### Module 2: Manage workforce

- Manage road transport work teams
- Institute disciplinary action

### Module 3: Occupational Health and Safety in the Workplace

- Apply occupational health, safety, and environmental principles
- Contribute to information distribution regarding HIV/AIDS in the workplace

### Module 4: Fleet Control

- Operate the fleet
- Apply standard operating procedures and practices

### Module 5: Service Delivery

- Apply strategic road transport management principles
- Transport freight

### Module 6: Communication

- Engage in sustained oral communication and evaluate spoken texts
- Read, analyse and respond to a variety of texts
- Write for a wide range of contexts
- Use language and communication in occupational learning programmes
- Apply comprehension skills to engage written texts in a business environment

### Module 7: Communication (Second Language)

- Accommodate audience and context needs in oral communication
- Interpret and use information from texts
- Write texts for a range of communicative contexts
- Use language and communication in occupational learning programmes

## Module 8: Mathematics

- Use mathematics to investigate and monitor the financial aspects
- Apply knowledge of statistics and probability to critically interrogate
- Measure, estimate & calculate physical quantities & explore, critique & prove



# National Certificate: Supply Chain Management

SAQA ID: 74149 | NQF LEVEL: 5 | CREDITS: 150 | Duration: 12 Months | Delivery: Online/Blended/Classroom | Accreditation: TETA SETA

- Entry Level Requirement:**
- Numeracy, Literacy & Communication equal to NQF 4
  - Technical skills pertaining to agricultural activities equal to NQF 4

## Purpose of this Qualification

To, provide learners with the competencies required to engage in the processes and inter-relationships across the supply chain so as to create sustainable value for organisations. This qualification is aimed at overcoming the traditional functional approach to operations and management, and at fostering supply chain integration to the advantage of all stakeholders. The National Treasury developed competency profiles for the Public Sector in terms of supply chain management. This qualification meets some of those Public Sector needs and is also suitable for the private sector.

## Possible careers on completion

Qualifying learners could follow a management career in:

- Supply Chain
- Logistics
- Transport
- Warehousing

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Demonstrate an understanding of the supply chain management environment within an organisation.
- Demonstrate an understanding of the influence of performance and risk within a supply chain management environment.
- Contribute to the development of a supply chain strategy and operational plans for the organisation.
- Manage the execution of a supply chain strategy for the organisation.



# National Certificate: Supply Chain Management

SAQA ID: 74149 | NQF LEVEL: 5 | CREDITS: 150 | Delivery: Online/Blended/Classroom | Accreditation: TETA SETA

## Entry Level Requirement:

- Numeracy, Literacy & Communication equal to NQF 4
- Technical skills pertaining to agricultural activities equal to NQF 4

## Modules and Courses

### Module 1: Risk Management

- Monitor, assess and manage risk

### Module 2: Management Practises

- Analyse and apply management practices within the supply chain
- Develop and implement supply chain performance management systems

### Module 3: Supply Chain Management

- Outline the philosophy of supply chain management
- Demonstrate an understanding of the supply chain environment

### Module 4: Supply Chain Information

- Facilitate processes to ensure the integration of supply chain information
- Demonstrate an understanding of the key elements in developing strategies to optimise operational supply

### Module 5: Infrastructure of the Supply Chain

- Manage relationships between supply chain partners
- Establish a competitive supply chain infrastructure

### Module 6: Supply Chain Environment

- Apply professional values and ethics in the operational environment
- Evaluate the influences of key components in a supply chain
- Negotiate with suppliers

## The following modules are for Strategic Supply Chain Management

### Module 7: Strategic Supply Chain

- Lead and influence the supply chain management environment
- Demonstrate an understanding of the key concepts and elements of strategic supply chain management

### Module 8: Social responsibility

- Demonstrate an understanding of the key issues important for compliance with corporate governance principles and social responsibility

### Module 9: Supply Chain Operations

- Demonstrate an understanding of the fundamentals of international trade and execute international purchases
- Prepare products for transportation; manage the return of goods and warehousing

## The following modules are for distribution in Supply Chain Management

### Module 7: Distribution

- Design a distribution network
- Processing customer orders
- Prepare products for transportation; manage the return of goods and warehousing

### Module 8: Social responsibility

- Demonstrate an understanding of the key issues important for compliance with corporate governance principles and social responsibility

### Module 9: Logistics Systems

- Analyse logistics systems and implement appropriate strategic plans
- Lead and influence the supply chain management environment





**Project Management  
NQF Level 4**



# Further Education and Training Certificate: Project Management

SAQA ID: 50080 | NQF LEVEL: 4 | CREDITS: 136 | Entry Level Requirement: Grade11/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Purpose of this Qualification

The primary purpose of the qualification is to provide learners with:

- A foundation of basic project management knowledge and skills which can be used to build further project management-related competencies.
- Competence to be an effective project team member.
- Competence to provide administrative support to a project manager and team members.
- Competence to assist a project manager of medium to large projects.

## Possible careers on completion

Qualifying learners could follow a career in:

- Project Manager
- Project Team Leader
- Project Administrator



## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Work with others to undertake or support the project management activities
- Assist the project manager and/or project team by contributing and participating in the planning, execution, and control activities
- Provide support to the administration of a project
- Supervise a project team of a small project to deliver project objectives
- Support the project environment and management activities to deliver project objectives
- Describe and apply specialised technical methods, tools, and techniques to a project to deliver project objectives



# Further Education and Training Certificate: Project Management

SAQA ID: 50080 | NQF LEVEL: 4 | CREDITS: 136 | Entry Level Requirement: Grade11/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: Services SETA

## Modules and Courses

### Module 1: Work Orientation

- HIV/AIDS and its effects in the workplace

### Module 2: Communication

- Accommodate audience and context needs in oral communication
- Interpret and use information from texts
- Language and communication in occupational learning programmes
- Write texts for a range of communicative contexts

### Module 3: Project Management Introduction

- Explain fundamentals of project management
- Project management tools and techniques

### Module 4: Project Planning

- Contribute to project initiation, scope definition and scope change control
- Develop a simple schedule to facilitate effective project execution
- Work as a project team member

### Module 5: Project Administration Support

- Conduct project documentation management to support project processes
- Implement project administration processes according to requirements
- Engage in sustained oral communication and evaluate spoken texts
- Read, analyse and respond to a variety of texts
- Use the writing process to compose required texts
- Write for a wide range of contexts

### Module 6: Project Budgeting and Risk Management

- Contribute to the management of project risk within own field of expertise
- Estimate and prepare cost budget for a project and monitor and control actual cost against budget
- Statistics and probability to interrogate findings
- Represent analyse and calculate shape and motion in 2-and 3-dimensional space
- Use mathematics to investigate and monitor financial aspects of life

### Module 7: Project Implementation

- Assist in implementing and assuring project work meets quality requirements
- Monitor, evaluate, and communicate simple project schedules

### Module 8: Support Project Teams

- Plan, organise, and support project meetings and workshops
- Develop a plan to enhance team performance



# Retail

**Automotive Sales &  
Support Services**



**Wholesale &  
Retail Operations**



# Further Education and Training Certificate: Automotive Sales and Support Services

SAQA ID: 64289 | NQF LEVEL: 5 | CREDITS: 147 | Entry Level Requirement: Grade12/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: merSETA

## Purpose of this Qualification

The purpose of this qualification is to provide learners, education, and training providers and employers with the standards and the range of learning required to work effectively in various sub-sectors of the industry as automotive salespersons. The primary skill that is recognised in this qualification is the ability to apply the fundamental competencies of automotive sales concerning recognising and responding to prospective clients of the organisation within identified functional areas of sales.

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Plan quarterly sales
- Perform vehicle sales
- Apply client service standards for client satisfaction

## Possible careers on completion

Qualifying learners could follow a career in:

- Car sales representative
- Service advisor
- Dealer principle



# Further Education and Training Certificate: **Automotive Sales and Support Services**

SAQA ID: 64289 | NQF LEVEL: 5 | CREDITS: 147 | Entry Level Requirement: Grade12/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: merSETA



## Modules and Courses

### Module 1: Mathematical Literacy

- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
- Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Statistics and probability to critically interrogate and effectively communicate findings on problems

### Module 2: Communications

- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts
- Engage in sustained oral/signed communication and evaluate spoken/signed texts
- Read/view, analyse and respond to a variety of texts
- Use language and communication in occupational learning programmes
- Write/present/sign for a wide range of contexts

### Module 3: Customer Service

- Advise customers to optimise choice and benefits
- Apply the skills of customer care in a specific work environment
- Conduct sales and support services

### Module 4: Sales

- Identify customers and generate selling opportunities
- Sell products to corporate fleet owners

### Module 5: Personal Development and internal relationships

- Evaluate personal sales performance in the retail industry
- Demonstrate knowledge and application of ethical conduct in a business environment
- Describe the interaction with internal departments and external sales support structures



# Further Education and Training Certificate: **Automotive Sales and Support Services**

SAQA ID: 64289 | NQF LEVEL: 5 | CREDITS: 147 | Entry Level Requirement: Grade12/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: merSETA

## Modules and Course Electives

### Servicing Elective

- Process vehicle service or repair requests
- Handover a serviced vehicle
- Make appointments and control flow of customer vehicles
- Control workflow in an automotive service environment

### Parts Elective

- Maintain stock in the automotive sales retail industry
- Demonstrate automotive vehicle product knowledge
- Processing of automotive orders and payments
- Procure and buy stock in a specific retail industry

### Commercial Elective

- Prepare and deliver a purchased vehicle to a customer
- Merchandise and display products, services and related goods
- Present and demonstrate the features, advantages and benefits of a vehicle
- Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts on a specific financial services sub-sector
- Specify heavy vehicles options and add-on products

### Passenger Elective

- Prepare and deliver a purchased vehicle to a customer
- Merchandise and display products, services and related goods
- Present and demonstrate the features, advantages and benefits of a vehicle
- Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts on a specific financial services sub-sector
- Appraise and value used vehicles



# National Certificate: Wholesale and Retail Operations

SAQA ID: 63409 | NQF LEVEL: 3 | CREDITS: 120 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: W&R SETA

## Purpose of this Qualification

This qualification will serve to provide the W&R sector with personnel that can perform the operational functions to industry standards, optimise productivity and improve service levels.



## Possible careers on completion

Qualifying learners could follow a career in:

- Sellers: Sales Persons and Assistants, Representatives
- Cashiers
- General and Finance Administrators
- Trade Union Officials
- Merchandisers
- Checkout Operators and Office Cash Clerks
- General Clerks

## Exit level Outcomes

On achieving this qualification, the learner will be able to:

- Ensure a positive customer experience in a wholesale and retail business unit
- Explain how employees can influence the objectives of a wholesale and retail business unit
- Administer the movement of stock into and from a wholesale and retail operational unit
- Cash-up point of sale and deposit unit takings
- Control credit accounts in a wholesale and retail environment
- Provide a sales service to customers of a retail unit
- Provide a sales service to customers of a wholesale unit
- Enhance the sale and preparation of perishable foods
- Advise on and promote a range of cosmetics
- Display merchandise visually
- Supervise forecourt personnel



# National Certificate: **Wholesale and Retail Operations**

SAQA ID: 63409 | NQF LEVEL: 3 | CREDITS: 120 | Entry Level Requirement: Grade10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: W&R SETA

## Modules and Courses

### Module 1: Work and Career Orientation

- Motivate and build a team;
- Investigate life and work-related problems using data and probabilities

### Module 2: Communication

- Communicate in an assertive manner with clients and fellow workers
- Accommodate audience and context needs in oral/signed communication
- Interpret and use information from texts
- Use language and communication in occupational learning programmes
- Write/present/sign texts for a range of communicative contexts

### Module 3: Mathematical Literacy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal, business and national issues

### Module 4: Fundamentals of Wholesale and Retail

- Define the core concepts of the wholesale and retail environment
- Explain the factors that impact on the bottom line of a Wholesale and Retail unit

### Module 5: Operate in a Wholesale and Retail Environment

- Apply theft, fraud and safety controls in a Wholesale and Retail outlet
- Build customer relations in an operational unit
- Sell products to customers in a wholesale and retail outlet
- Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment
- Replenish stock in a retail business



# Accreditation

MICT SETA

TETA SETA

SERVICES SETA

EDTP SETA

MER SETA

AGRI SETA

W&R SETA

QCTO





# Contact details

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