

Occupational Certificate: Retail Supervisor 99573

NQF Level 4

Minimum Credits: 100

Entry Requirements:
At Level 4,
Mathematics & Communication

Purpose

This qualification equips a learner with the knowledge and skills to operate as a Retail Supervisor. A Retail Supervisor oversees, controls, and coordinates the work performance of a team in a specific area in a wholesale and retail outlet.

Qualified Learner

- ✔ Supervise retail and wholesale staff.
- ✔ Supervise the implementation and maintenance of retail or wholesale operations.
- ✔ Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty.



Knowledge & Practical Skill Modules



Knowledge Modules

- Concepts and principles of monitoring and improving performance.
- Concepts and principles of supervising Wholesale or Retail staff.
- Concepts and principles for the implementation and maintenance of retail or wholesale operations.
- Concepts and principles of enhancing customer service.



Practical Skill Modules

- Supervise retail or wholesale staff,
- Monitor and control the work performance of a team,
- Supervise operations,
- Supervise service to internal and external retail and wholesale customers,
- Resolve queries and complaints from internal and external retail and wholesale customers



Work Experience Modules

- Processes and procedures for supervising wholesale or retail staff
- Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet,
- Processes and procedures for enhancing customer service in a wholesale or retail outlet.



Integrated Formative Assessments:

This formative assessment leads to entrance into the integrated external summative assessment

Integrated Summative Assessments:

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality partner is required for the issuing of this qualification.



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