

**National Vocational Certificate in Wholesale and Retail Operations (Level 2)****Level of qualification: 2****Total credits available: 116****Total credits required: 116**

	<b>Compulsory</b>	<b>Elective</b>
<b>level 2 credits available</b>	<b>116</b>	<b>-</b>
<b>minimum totals required</b>	<b>116</b>	<b>-</b>

**Registration date:** 14 March 2019**Scheduled review date:** 2024**Body responsible for the qualification:** Namibia Training Authority through the Wholesale and Retail Trade Industry Skills Committee.**Other bodies whose unit standards are included in the qualification:**

None

**1 Purpose**

This qualification recognises people who have the competencies required to define the core concepts of Wholesale and Retail, complete basic business calculations, count stock for a stock-take, interact with Customers, maintain a safe and secure wholesale and retail environment, record transactions, process payment at a Point of Sale (POS), mark merchandise and maintain displays, implement promotional instructions, apply in-bound contact centre operations within a commercial environment, maintain and adapt oral communication, write and present information for a defined context, use language and communication in occupational learning programmes, access and use information from texts, use mathematics to investigate and monitor the financial aspects of personal and community life, 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, apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems, and work with a range of patterns and functions and solve problems.

This qualification leads vertically to National Vocational Certificate in Wholesale and Retail: Frontline Supervision Level 3, as well as National Vocational Certificate in Wholesale and Retail Merchandiser (Level 3). Through participating in training and demonstrating competence at the prescribed levels or through RPL (Recognition of Prior Learning).

## 2 Regulations for the qualification

### 2.1 Summary of qualification requirements

The entry requirement for this qualification is the ability to demonstrate basic communication skills in the English language and basic numeracy. This has been done in order to remove barriers of formal educational prerequisites.

This qualification will be awarded to people who are credited with a minimum of 116 credits and have met the requirements of the compulsory section, as well as all requirements for Workplace Integrated Learning (WIL) as laid out in the National Policy On Work-Integrated Learning for Technical and Vocational Education and Training (TVET).

### 2.2 Detailed qualification requirements

#### Compulsory

All the unit standards listed below are required.

**FIELD:** SERVICES & LIFE SCIENCES  
**Subfield:** Wholesale and Retail  
**Domain:** Wholesale and Retail Core Skills

Unit ID	Unit Standard Title	Level	Credits
2098	Demonstrate understanding of core concepts in the wholesale and retail environment	2	10
2099	Complete basic business calculations	2	5
2100	Count stock for a stock-take	2	5

**FIELD:** SERVICES & LIFE SCIENCES  
**Subfield:** Wholesale and Retail  
**Domain:** Wholesale and Retail Operations

Unit ID	Unit Standard Title	Level	Credits
2112	Interact with Customers	2	8
2113	Maintain a safe and secure wholesale and retail environment	2	10
2114	Record Transactions	2	8
2115	Process payment at a Point of Sale (POS)	2	10
2116	Mark merchandise and maintain displays	2	10
2117	Implement promotional instructions	2	6
2118	Apply in-bound Contact Centre Operations within a commercial environment	2	8

**FIELD:** COMMUNICATION STUDIES AND LANGUAGE  
**Subfield:** Communication  
**Domain:** Communication Skills

Unit ID	Unit Standard Title	Level	Credits
2094	Maintain and adapt oral communication	2	5
2095	Write and present information for a defined context	2	5
2096	Use language and communication in occupational learning programmes	2	5
2097	Access and use information from texts	2	5

**FIELD:** PHYSICAL, MATHEMATICAL AND COMPUTER SCIENCE  
**Subfield:** Numeracy  
**Domain:** Numeracy Skills

Unit ID	Unit Standard Title	Level	Credits
2107	Use mathematics to investigate and monitor the financial aspects of personal and community life	2	2
2108	Demonstrate understanding of rational and irrational numbers and number systems	2	3
2110	Identify, describe, compare, classify, explore shape and motion in 2-and 3-dimensional shapes in different contexts	2	3
2111	Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	2	3
2109	Work with a range of patterns and functions and solve problems	2	5

### 3. CREDIT RECOGNITION AND TRANSFER ARRANGEMENTS

Credits for any version of a unit standard of the same identification number will be recognised in the award of this qualification.

### 4. SPECIAL ARRANGEMENTS

4.1 Providers seeking registration and/or accreditation to deliver this qualification must meet the following special arrangements.

4.1.1 This qualification will be offered to trainees ***either*** including 6 months' period of **industrial/job attachment**, ***or*** as an apprenticeship scheme of a duration determined and agreed upon by the employer and the training provider on a ratio of 70/30 (70% at workplace and 30% at Training institution) basis.

**Industrial/ Job Attachment** is defined as a period in a workplace setting where a trainee obtains structured practical experience in a specific occupation in order to complement competencies acquired during training at a Technical Vocational Training Provider (TVTP).

**Apprenticeship** refers to the system of Work Integrated Learning (WIL), where apprentice is employed by a company on contractual basis, earning a monthly salary, learning and working side by side with an experienced mentor. In this case the employer must be an NTA approved entity or company to register apprentices and has to identify a suitable training provider to provide the apprentice with the opportunity to gain skills and knowledge from theoretical training.

Employers and training providers are encouraged to consult the National policy on Work-Integrated Learning for Technical and Vocational Education and Training (TVET) for further details on WIL implementation.

4.1.2 Providers involved in the assessment of this qualification and the associated unit standards must comply with the national assessment framework for the TVET system up to and including level 5 of the National Qualifications Framework. Assessment will include performance and achievement assessment acquired through Work Integrated Learning periods.

Assessment arrangements apply to all occupations and industries which are encompassed in the technical vocational education and training sector.

4.1.3 Providers of this qualification and the associated unit standards must be registered and/or accredited.

4.1.4 Providers of this qualification and their associated unit standards must have access to all equipment and facilities detailed in the tools and equipment list of the relevant training program.

4.2 Competencies covered in this qualification may be assessed through Recognition of Prior Learning (RPL).

4.3 Further relevant information and documentation may be accessed through:

**Namibia Training Authority**

10 Rand Street

Khomasdal

Namibia

Telephone number: 061 207 8550

Facsimile number: 061 207 8551

## **5. TRANSITION ARRANGEMENTS**

### **5.1 Non National Qualifications Framework transition**

None

### **5.2 National Qualifications Framework transition**

This is the first version of this qualification.