

**National Vocational Certificate in Wholesale and Retail Frontline Supervision
(Level 3)**

Level of qualification: 3

Total credits available: 72

Total credits required: 72

	Compulsory	Elective
Level 3 credits available	72	-
Minimum totals required	72	-

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 the wholesale and retail environment, apply theft, fraud and safety control measures in a Wholesale and Retail Outlet, build customer relations in an operational unit, explain the factors that impact on the bottom line of a Wholesale and Retail unit, apply knowledge of self and team in order to develop a plan to enhance team performance, apply occupational health, safety and environmental principles, demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment, communicate in an assertive manner with clients and fellow workers, conduct a structured meeting, motivate and build a team, and prioritise time and work for self and team.

This qualification leads vertically to National Vocational Certificate in Wholesale and Retail: in Wholesale and Retail: Operations Supervision Level 4. Through participating in training and demonstrating competence at the prescribe 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 National Vocational Certificate in Wholesale and Retail (Distribution) Level 2 and National Vocational Certificate in Wholesale and Retail (Operations) Level 2.

This qualification will be awarded to people who are credited with a minimum of 72 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 Frontline Supervision

Unit ID	Unit Standard Title	Level	Credits
2121	Apply theft, fraud and safety control measures in a Wholesale and Retail Outlet	3	8
2120	Build customer relations in an operational unit	3	10
2119	Explain the factors that impact on the bottom line of a Wholesale and Retail unit	3	10
2122	Apply knowledge of self and team in order to develop a plan to enhance team performance	3	5
2123	Apply occupational health, safety and environmental principles	3	10
2128	Demonstrate knowledge of products in own area of operation in a Wholesale and Retail environment	3	5
2124	Communicate in an assertive manner with clients and fellow workers	3	4
2126	Conduct a structured meeting	3	5
2127	Motivate and build a team	3	10
2125	Prioritise time and work for self and team	3	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.