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| <b>National Vocational Certificate in Wholesale and Retail Operations Supervision (Level 4)</b> |
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**Level of qualification: 4**

**Total credits available: 99**

**Total credits required: 99**

|                                  | <b>Compulsory</b> | <b>Elective</b> |
|----------------------------------|-------------------|-----------------|
| <b>Level 4 credits available</b> | <b>99</b>         | <b>-</b>        |
|                                  |                   |                 |
| <b>Minimum totals required</b>   | <b>99</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 indicate the role of a team leader ensuring that a team meets and organisation's standards, motivate a team, supervise customer service standards, sales performance, stock counts, housekeeping and hygiene in a store, implementation of loss control measures, Point of Sale Operations and promotional activities, apply the budget function in a business unit, interpret basic financial statements, conduct a formal meeting, induct new members into a team, demonstrate basic understanding of labour legislation the impacts on a business unit, and describe and apply the management functions of an organization.

This qualification leads vertically to National Vocational Certificate in Wholesale and Retail: in Wholesale and Retail: Retail Buyer Level 5. 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 (Operations with Specialization in

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

This qualification will be awarded to people who are credited with a minimum of 99 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 AND LIFE SCIENCES  
**Subfield:** Wholesale and Retail  
**Domain:** Wholesale and Retail Operations Supervision

| Unit ID | Unit Standard Title  | Level | Credits |
|---------|--|-------|---------|
| 2133    | Indicate the role of a team leader ensuring that a team meets and organisation's standards | 4     | 6       |
| 2134    | Motivate a Team  | 4     | 6       |
| 2135    | Supervise customer service standards   | 4     | 8       |
| 2129    | Supervise Sales Performance  | 4     | 8       |
| 2130    | Supervise stock counts   | 4     | 8       |
| 2131    | Supervise housekeeping and hygiene in a store  | 4     | 6       |
| 2132    | Supervise implementation of loss control measures  | 4     | 8       |
| 2142    | Supervise Point Of Sale Operations   | 4     | 8       |
| 2143    | Supervise promotional activities   | 4     | 8       |
| 2140    | Apply the budget function in a business unit   | 4     | 5       |
| 2141    | Interpret financial statements   | 4     | 4       |
| 2139    | Conduct a formal meeting   | 4     | 3       |
| 2138    | Induct new members into a team   | 4     | 3       |
| 2136    | Demonstrate basic understanding of labour legislation the impacts on a business unit       | 4     | 8       |
| 2137    | Describe and apply the management functions of an organization                             | 4     | 10      |

### 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.