

# QUALIFICATION

*Occupational Certificate:*  
**RETAIL SUPERVISOR**

## RETAIL SUPERVISOR

### PURPOSE

*The purpose of this qualification is to equip a learner with knowledge and skills to supervise staff, supervise the implementation and maintenance of the retail and wholesale operations as well as deal with the customer complains.*

### ENTRY REQUIREMENTS

- NQF Level 4 with Mathematical Literacy and Communication.

### LEARNING OUTCOMES

- Plan and delegate a minimum of 12 tasks to 3 team members so that all tasks are completed within time-frames.
- Monitor and improve work performance where service standards and loss control standards are not being met.
- Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty with organisational policies.

### KNOWLEDGE MODULES

- *Concepts and principles of supervising Wholesale or Retail staff*
- *Concepts and principles of monitoring and improving performance*
- *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



**ACCREDITATION NO.:**  
07-QCTO/SDP210524113731

**CERTIFICATION:**  
QCTO

*Also available as a  
learnership*

SAQA ID: 99573  
Credits: 100  
NQF Level: 4



### TARGET AUDIENCE

*Individuals entering the industry and those already working in wholesale and retail at stores, seeking to obtain a formal qualification.*



### MODE OF DELIVERY

*In person classroom  
Virtual (Webinar)*

**Programme duration:**  
*Maximum 1 Year*

*(The Class and Workplace Schedules to be provided after registration)*