

QUALIFICATION

Occupational Certificate:

**RETAIL MANAGER:
RETAIL STORE MANAGER**

RETAIL STORE MANAGER

PURPOSE

The purpose of this qualification is to prepare a learner to manage the functions of a sustainable retail establishment to achieve the objectives of the business while addressing the expectations of the stakeholders.

ENTRY REQUIREMENTS

- A NQF Level 4 qualification which may be obtained through a process of RPL.

LEARNING OUTCOMES

- The ability to communicate effectively with a range of stakeholders using a variety of communication tools.
- The ability to analyse and interpret financial information and develop an action plan to address possible shortcomings.
- The ability to manage employee performance to achieve specific objectives in a retail environment.
- The ability to manage all aspects of the retail supply chain to achieve specific objectives in a retail environment
- The ability to manage all operational aspects of retail stores

KNOWLEDGE MODULES

- Retailing
- Retail Marketing
- Retail Management
- Communication in Retail
- Logistics and the Supply Chain in Retail
- Customer Service in Retail
- Asset and Risk Management in Retail
- Retail Financial Management
- Human Resource Management in Retail

PRACTICAL SKILL MODULES

- Manage people and relationships, operational processes, workforce planning processes and employee performance
- Plan and control service standards
- Build stakeholder relationships
- Plan, manage stock, price, merchandise, store stock and optimize stock performance
- Develop marketing and sales plans and interpret financial documents
- Work with financial accounts and business plans and manage cash flows
- Manage and mitigate risk and manage assets
- Manage supplier performance and relationships

WORK EXPERIENCE MODULES

- Operational planning and implementation
- Management of customer shopping experience
- Human resources management
- Industrial relations
- Stock management
- Sales management
- Cash management
- Risk management
- Stakeholder engagement
- Supply chain management
- Marketing management
- Financial management and control
- Asset management



ACCREDITATION NO.:
07-QCTO/SDP210524113731

CERTIFICATION:
QCTO

SAQA ID: 91789
Credits: 507
NQF Level: 6



TARGET AUDIENCE

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



MODE OF DELIVERY

*In person classroom
Virtual (Webinar)*