altitude
SKILLS DEVELOPMENT

PROGRAMME BROCHURE

ALTITUDE SKILLS DEVELOPMENT

SAQA ID 58206

NATIONAL CERTIFICATE

Wholesale and Retail Operations

Build the capability to serve customers, support daily operations and work confidently in wholesale and retail.

BUILD RETAIL CAPABILITY



NQF LEVEL	QUALIFICATION	MANAGED ROLLOUT
Level 2	120 credits	12 months

Purpose & rationale

Purpose

This qualification prepares learners for entry-level roles in wholesale and retail. Altitude's programme follows the wholesale operations specialisation, developing customer service, stock management and operational skills supported by communication and numeracy.

Qualified learners will be able to:

- Understand the wholesale and retail environment.
- Interact professionally with customers.
- Apply communication and numeracy at work.
- Perform tasks in a selected specialisation.

Why wholesale and retail matters

Wholesale and retail businesses connect suppliers, products and customers. Their teams support daily trading through customer service, administration, stock handling and other functions across independent stores, chain stores and wholesale operations.

This national qualification builds a foundation for entering the sector or developing existing employees. Its elective structure allows learners to specialise in an operational area and supports progression to further sector learning.

What sets the Altitude rollout apart

01 Integrated learning

Knowledge, practical activities and workplace experience are connected throughout the programme so learners build competence progressively.

02 Workplace connected

Learners practice tools and processes in a supported environment before applying them in authentic workplace settings.

03 Supported throughout

Facilitators, learner support staff, mentors and programme administration monitor progress and provide support throughout the programme.

ALTITUDE DELIVERY MODEL

Integrated programme delivery

Sector knowledge, practical activity and workplace evidence are integrated throughout the learnership. Learners develop customer service and operational skills, then apply them within their selected wholesale and retail specialisation.

01

Build the knowledge

Facilitated learning develops an understanding of the wholesale and retail sector, customer service and business operations. Communication and numeracy are applied to sector tasks.

02

Practice the skills

Structured activities and simulations allow learners to practice customer interaction, business calculations, administration and tasks relevant to the selected specialisation.

03

Apply it in the workplace

Learners complete authentic wholesale and retail activities, collect evidence and compile their Portfolio of Evidence. Assessment can take place in an appropriate workplace or simulated environment.

04

Assess, support and progress

Formative and summative assessment, feedback and learner support run throughout the learnership. Registered assessors evaluate evidence against the relevant unit standards and specialisation requirements.

Integrated by design

Knowledge, practical application and workplace experience are connected throughout the programme so that learners build competence progressively rather than in isolation.

Learner support built in

Facilitator feedback • Study group support • Progress monitoring • Workplace evidence guidance • Catch-up planning • Attendance and submission tracking

Learning modules

Learning areas

Altitude groups the registered unit standards into practical learning areas. These learning areas support the full National Certificate and do not replace the registered unit-standard structure.

AREA	LEARNING AREA	FOCUS
01	Customer Service	Customer interaction, taking orders and addressing wholesale customer queries.
02	Stock Management	Picking stock, stock-taking and receiving stock.
03	Transactional Skills	Business calculations, office functions and computer operation in a wholesale outlet.
04	Wholesale & Retail Operations	Core sector concepts and maintaining a safe and secure operating environment.
05	Mathematical Skills	Financial numeracy, number systems, patterns, shape, measurement and statistics.
06	Communication Skills	Oral and workplace communication, reading, writing and occupational learning.

Learning, practical activity and workplace evidence develop capability across these areas.

Learning modules continued

Qualification components

COMPONENT	REQUIREMENT	CREDITS
Fundamental	All fundamental unit standards are compulsory	36
Core	All core unit standards are compulsory	23
Elective	Complete one specialisation and additional electives to reach at least 61 credits	61 minimum

Wholesale operations specialisation

AREA	APPLICATION
Customer orders	Take and record orders from customers.
Customer queries	Address customer queries in a wholesale environment.
Stock picking	Pick stock in a distribution centre.
Stock-taking	Count stock for a stock-take.
Safety & security	Maintain a safe and secure wholesale and retail environment.

The programme follows the wholesale operations specialisation. Complete its required unit standards and additional electives to achieve at least 61 elective credits.

Minimum qualification credits **120**

Assessment includes integrated formative and summative assessment against the registered unit standards. Learners compile a Portfolio of Evidence, evaluated by registered assessors and moderated under the applicable quality assurance arrangements.

altitude
SKILLS DEVELOPMENT

BUILD CAPABILITY. CREATE OPPORTUNITY. DELIVER IMPACT.

Develop your next generation of wholesale and retail teams.

Partner with Altitude Skills Development for a managed 12-month Wholesale and Retail Operations learnership that connects learning, practical application and workplace evidence.

ENTRY REQUIREMENTS

Communication and Mathematical Literacy at NQF Level 1, or equivalent competencies. Access to assessment in a wholesale and retail or simulated environment is required.

WEBSITE

altitudeskillsdevelopment.co.za

CAPE TOWN

+27 21 761 5321 / 6

Block Z, Greenford Office Estate
Punters Way, Kenilworth, Cape Town, 7708

National Certificate: Wholesale and Retail Operations

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