

## Occupational Certificate: Retail Supervisor

This qualification does not replace any other qualification and is not replaced by any other qualification

### PURPOSE AND RATIONALE OF THE QUALIFICATION

#### Purpose

The purpose of this qualification is to equip a learner with the knowledge and skills to operate as a Retail Supervisor.

A qualified learner will be able to:

- Supervise retail and wholesale staff.
- Supervise the implementation and maintenance of retail or wholesale operations.
- Analyze causes of customer complaints and resolve them in a manner that promotes customer loyalty.

#### Rationale

The Occupational Certificate: Retail Supervisor is designed to provide learners with fundamental knowledge of retail supervision. A Retail Supervisor oversees, controls, and coordinates the work performance of a team in a specific area in a wholesale and retail outlet. The Wholesale and Retail industry is known for employing people at lower levels, such as Level 2 and 3, and promoting them from within. Therefore, the target learners are primarily those already employed in the industry but seeking progression opportunities.

The appointment of a Retail Supervisor is typically characterized by selecting the best person for a job and promoting them to supervisor. These individuals have a significant impact on the organization's ability to provide the correct level of customer service and to operate with productive teams that minimize losses and contribute to the organization's success through effective supervision. Retail Supervisors work in various contexts and require knowledge of both supervisory and job-specific skills. The major issue is the vast difference between executing responsibilities and supervising others in executing their responsibilities. The wholesale and retail sector has identified Retail Supervisor positions as a scarce skill, with many characteristics of retail supervision considered critical skills.

## LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

### Recognition of Prior Learning (RPL)

- **RPL for access to the external Integrated Summative Assessment:** Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related curriculum document to establish and confirm prior learning. Accredited providers and workplaces must confirm prior learning by issuing a statement of results or certifying a work experience record.
- **RPL for access to the qualification:** Accredited providers and approved workplaces may recognize prior learning against the relevant access requirements.

### Entry Requirements

- NQF Level 4 with Mathematical Literacy and Communication.

### QUALIFICATION RULES

This qualification consists of compulsory Knowledge, Practical Skill, and Work Experience modules at NQF Level 4, totaling 100 credits.

### Knowledge Modules

- **522201000-KM-01:** Concepts and principles of supervising Wholesale or Retail staff, NQF Level 4, 10 Credits.
- **522201000-KM-02:** Concepts and principles of monitoring and improving performance, NQF Level 4, 4 Credits.
- **522201000-KM-03:** Concepts and principles for the implementation and maintenance of retail or wholesale operations, NQF Level 4, 3 Credits.
- **522201000-KM-04:** Concepts and principles of enhancing customer service, NQF Level 4, 3 Credits.

**Total Credits for Knowledge Modules: 20 Credits**

### Practical Skill Modules

- **522201000-PM-01:** Supervise retail or wholesale staff, NQF Level 4, 6 Credits.
- **522201000-PM-02:** Monitor and control the work performance of a team, NQF Level 4, 6 Credits.
- **522201000-PM-03:** Supervise operations, NQF Level 4, 4 Credits.
- **522201000-PM-04:** Supervise service to internal and external retail and wholesale customers, NQF Level 4, 2 Credits.

- **522201000-PM-05:** Resolve queries and complaints from internal and external retail and wholesale customers, NQF Level 4, 2 Credits.

### **Total Credits for Practical Skill Modules: 20 Credits**

### **Work Experience Modules**

- **522201000-WM-01:** Processes and procedures for supervising wholesale or retail staff, NQF Level 4, 30 Credits.
- **522201000-WM-02:** Processes and procedures for supervising, implementing, and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, 20 Credits.
- **522201000-WM-03:** Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, 10 Credits.

### **Total Credits for Work Experience Modules: 60 Credits**

### **EXIT LEVEL OUTCOMES**

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

### **ASSOCIATED ASSESSMENT CRITERIA**

#### **Associated Assessment Criteria for Exit Level Outcome 1**

- A task list is completed with all tasks recorded in order of priority.
- Tasks assigned to staff take into account time-frames.
- Tasks are assigned to staff taking into account their experience.

#### **Associated Assessment Criteria for Exit Level Outcome 2**

- The differences between the service provided and required service standards are identified.
- The behavior causing losses to the organization is identified.
- An action plan to improve service standards to the required standards is proposed.
- Corrective or disciplinary action to improve loss control behavior is proposed.

- Proposals for on-the-job training/coaching are recommended where lack of knowledge/skill is identified as the cause of poor performance.

### **Associated Assessment Criteria for Exit Level Outcome 3**

- The cause of the complaint is identified.
- A solution within given policy and procedures is proposed.
- Customer loyalty is promoted through satisfactory resolution of complaints.

### **Integrated Assessment**

#### **Integrated Formative Assessment**

The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment leads to entrance into the integrated External Summative Assessment.

#### **Integrated Summative Assessment**

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria. The external assessment model requires that the external assessment be conducted through a combination of written assessment and practical tasks at an accredited assessment center.

### **INTERNATIONAL COMPARABILITY**

International comparability was conducted with a qualification in the United Kingdom.

#### **Oxford Cambridge United Kingdom (UK)**

The Oxford Cambridge Examinations Board in the United Kingdom offers a vocational qualification in Team Leading Level 2 (National Vocational Qualifications (NVQs) Certificate (Competence). This qualification is intended for learners who have a responsibility for the work of others as they lead a team. It is suitable for those who are entering management, or who have the ability and the opportunity to demonstrate recognizable management and leadership skills, for example, providing leadership for a team, encouraging innovation, and allocating and checking work. The qualification consists of three mandatory units covering the core skills needed to lead a team. Learners look at how to plan, allocate, and monitor work; and gain tools and techniques to develop as a leader and get the most from their team. Then learners

complete the Certificate with optional units that cover everything from communication skills to business improvement techniques.

**Benefits of this qualification include:**

- Competence-based qualification - assessed by a portfolio of evidence.
- Based on the national occupational standards for management and leadership.
- Qualification recognized in all occupations and sectors of employment.
- Competence element of the Apprenticeship package.

**Conclusion**

This qualification compares favorably with the qualification offered in the United Kingdom. They both target learners who are already employed to provide them with leadership skills that will equip them as they enter managerial levels in retail.

**ARTICULATION OPTIONS**

This qualification allows possibilities for both horizontal and vertical articulation.

**Horizontal Articulation**

- Further Education and Training Certificate: Generic Management: Wholesale and Retail Management, Level 4.

**Vertical Articulation**

- National Certificate: Wholesale and Retail: Buying Planning, Level 5.
- National Certificate: Wholesale and Retail Operations Supervision, Level 5.

**MODERATION OPTIONS**

N/A

**CRITERIA FOR THE REGISTRATION OF ASSESSORS**

N/A

## NOTES

### **Qualifying for external assessment**

In order to qualify for the external summative assessment, learners must have a copy of a completed and signed Statement of Work Experience as well as proof of successful completion of the following subjects and modules or alternative programs where applicable, including foundational learning competence.

### **Additional legal or physical entry requirements**

None.

### **Criteria for the accreditation of providers**

Accreditation of providers will be done against the criteria as reflected in the relevant curriculum on the Quality Council for Trades and Occupations (QCTO) website.

**The curriculum title and code are:** 522201000: Retail Supervisor.

### **Encompassed Trade**

This qualification encompasses the following trades as recorded on the National Learners' Records Database (NLRD): None.

### **Learning Programs Recorded Against This Qualification**

None.