



NQF 1: GENERAL EDUCATION AND TRAINING CERTIFICATE: ADULT BASIC EDUCATION AND TRAINING: 71751

Purpose:

The General Education and Training Certificate (GETC) in Adult Basic Education and Training (ABET) is suitable for adult learners and will provide them with fundamental basics of general education learning.

The purpose of the Qualification is to equip learners with foundational learning by acquiring knowledge, skills and values in specified Learning Areas.

In addition, it also allows learners to choose Elective Unit Standards which relate to occupational type learning relevant to their area of interest or specialisation.

Provide a solid foundation of general education learning which will help prepare learners and enable them to access Further Education and Training learning and qualifications, particularly occupational workplace-based or vocational qualifications.

Promote lifelong learning to enable learners to continue with articulated learning.

Approved by W&RSETA

NQF 2: NATIONAL CERTIFICATE: WHOLESALE AND RETAIL OPERATIONS 58206

Purpose:

The National Certificate: Wholesale and Retail Operations, addresses skills and competencies for enabling entry-level employment and positions. The qualifying learner will to access opportunities for further development and training in the specialised areas of Wholesale and Retail such as:

- Operations.
- Administration.
- Merchandising.
- Stock control.
- Customer service.
- Visual display merchandising.
- Help desk operations.

After successful completion of this qualifications learners will be able to:

- Understand the sector in which they work.
- Provide customers with a high level of service.
- Operate effectively and efficiently in their area of specialisation

Approved by W&RSETA

NQF 2: NATIONAL CERTIFICATE: WHOLESALE AND RETAIL DISTRIBUTION 49280

Purpose:

The purpose of this Certificate is to equip learners to understand and acquaint themselves with the underlying principles of all of the major areas related to distribution within the Wholesale & Retail sector,

The Certificate further aims to provide career paths through various levels and areas of the Wholesale and Retail environment thus promoting the notion of quality lifelong learning.

The Certificate in Wholesale and Retail Distribution, NQF Level 2, is designed to meet the needs of the learners who are already employed and involved in Wholesale, Distribution or Mail Order Retail within the Wholesale and Retail field.

Additionally, however, it may also allow access to, and meet the needs and aspirations of the youth and unemployed who wish to pursue a career in these areas, or in fields where this learning may be useful.

This Certificate provides learners with a grounding in all areas of Distribution. This may enable them not only to increase their productivity within the Wholesale and Retail Sector but also to apply their learning in various other business environments.

Approved by W&RSETA

NQF 3: NATIONAL CERTIFICATE: WHOLESALE AND RETAIL OPERATIONS 63409

This qualification will serve will serve as the second in the Wholesale and Retail Operations learning pathway and provide a basis for further learning. While the qualifying learners will experience personal growth and development, workplace succession planning will be more readily achieved.

The operational process includes;

- ordering stock
- receiving
- dispatching
- stock control
- cash control,
- sales and marketing and displaying
- responsible credit promotion
- perishable foods preparation
- sales and display
- the running of an informal small business.

This qualification will serve to provide the W and R sector with personnel that can perform the operation functions to industry standards, optimise productivity and improve service levels. The qualifying learner will undergo personal development that will contribute to social and economic development.

The learner assessed as competent against this qualification will be able to:

- Ensure a positive customer experience in a W and R business unit.
- Explain how employees can influence the objectives of a W and R business unit

Approved by W&RSETA

NQF 4: NATIONAL CERTIFICATE: WHOLESALE AND RETAIL OPERATIONS SUPERVISION 49397

This qualification is a further step in a learning pathway that underpins a career in the Wholesale and Retail arena and helps the progression for a career path within an organisation.

This qualification is rooted in actual practice and the learner is expected to be part of a public or private organisation and/or company operating in the area.

The Certificate will form part of a learning pathway that currently stretches from NQF Levels 2 to 5. This pathway will culminate in a qualification at NQF Level 5 with the prospect of a management position within an organisation.

Specifically, the purpose of this Certificate qualification is to equip learners to:

- understand and acquaint themselves with the principles of supervision and team leadership within the Wholesale & Retail sector
- to provide career paths with associated learnerships through various levels and areas of the Wholesale and Retail environment.

Supervision in this context includes all activities ensuring the achievement of desired results and the correct implementation of prescribed policies, procedures and activities.

The Certificate thus aims to build capacity and improve skills at lower management level in the Wholesale and Retail sector thus ensuring the development of competence and increased service delivery in this field.

The qualification provides learners with greater competence in people management within the Wholesale and Retail Sector.

Approved by W&RSETA

SAFETY IN THE WORKPLACE

Workplace accidents and injuries cost corporations millions of dollars and thousands of hours lost every year. They also have a profound, often lifelong impact on workers. Introducing a safety culture into your organization, where safety is valued as an integral part of the business's operation, not only saves the business time and money, it also builds a committed, loyal, healthy workforce. This one-day workshop will give you the foundation to start building your safety culture.

What Will Students Learn?

- Understand the difference between a safety program and a safety culture
- Use resources to help you understand the regulations in your area
- Launch a safety committee
- Identify hazards and reduce them
- Apply hiring measures that can improve safety
- Explain what a safety training program will involve
- Identify groups particularly at risk for injury and know how to protect them
- Help your organization write, implement, and review a safety plan
- Respond to incidents and near misses
- Understand the basics of accident investigation and documentation

What Topics are Covered?

- Defining a safety culture
- Governing bodies and resources
- Getting started
- Identifying hazards
- Resolving hazards
- Taking proactive measures
- Identifying groups at risk
- Writing a safety plan
- Implementing the plan
- Incident management
- Reviewing the program

PERSONAL BRAND: MAXIMIZING PERSONAL IMPACT

This course is a two-day exploration about the type of impact we want to have in life and work. Participants will consider and define the influence that they can have on their life and work. They will also learn skills for success and how to create those circumstances.

What Will Students Learn?

- ✓ Speak in terms of the impact and influence that you want to have in life and work
- ✓ Understand your personal style in terms of your personal brand
- ✓ Develop skill in areas like focus, concentration, and communication to support your brand
- ✓ Build credibility and trust by living your brand
- ✓ Take ownership of your image, both online and in person

What Topics are Covered?

- ✓ Importance of a personal brand
- ✓ Your brand approach to others
- ✓ Looking at the outside and the inside
- ✓ Setting goals
- ✓ Networking for success
- ✓ Communication strategies
- ✓ Building your credibility
- ✓ Brand You
- ✓ Living your brand
- ✓ Managing your social media presence
- ✓ Having influence
- ✓ Dealing with challenging people
- ✓ Presentations and meetings

NETWORKING FOR SUCCESS

Business networking is an effective and efficient way for business people to connect, develop meaningful relationships, and grow their businesses. These achievements don't come through a direct sales approach, however. They come from being interested in helping others, in listening, and in purposefully meeting and introducing people to one another. In this two-day course, you'll learn the essential ingredients for business networking, including in-person, people-centered connections and online spaces such as LinkedIn.

What Will Students Learn?

- Introduce yourself in a meaningful, memorable way, even if you've never worked on an elevator pitch before
- Be goal focused about networking so that you make the most of events you attend
- Apply the concept of give first and be helpful as part of a system of reciprocity
- Use strategy and systems in order to network effectively
- Leverage the availability and usefulness of the Internet, including LinkedIn and Twitter

What Topics are Covered?

- Assessing your networking skills
- Identifying opportunities and customizing your approach
- Creating a positive first impression
- Your memorable intro
- Starting the conversation
- The handshake
- Business cards
- Handling tough situations
- Following up
- Organizing your network
- Leveraging the internet

BUILDING RELATIONSHIPS FOR SUCCESS IN SALES

No one questions that making friends is a good thing. In this one-day workshop, you are going to discover that the business of business is making friends, and the business of all sales professionals is making friends and building relationships. Strategic friendships will make or break any business, no matter how big and no matter what kind of market.

What Will Students Learn?

- ✓ Discover the benefits of developing a support network of connections.
- ✓ Understand how building relationships can help you develop your business base.
- ✓ Learn how to apply communication techniques to build your network.
- ✓ The key elements in strong working relationships, and how to put more of these elements in working relationships.
- ✓ Recognize key interpersonal skills and practice using them.

What Topics are Covered?

- ✓ Focusing on your customer
- ✓ What influences people in forming relationships?
- ✓ Disclosure
- ✓ How to win friends and influence people
- ✓ Communication skills for relationship selling
- ✓ Non-verbal messages
- ✓ Managing the mingling
- ✓ The handshake
- ✓ Small talk and networking

CRITICAL ELEMENTS OF CUSTOMER SERVICE

While many companies promise to deliver an incredible customer experience, some are better at delivering than others. This two-day course is designed around six critical elements of customer service that, when the company lives them, bring customers back to experience service that outdoes the competition.

What Will Students Learn?

- ✓ Demonstrate a customer service approach
- ✓ Understand how your own behavior affects the behavior of others
- ✓ Demonstrate confidence and skill as a problem solver
- ✓ Apply techniques to deal with difficult customers
- ✓ Make a choice to provide customer service

What Topics are Covered?

- ✓ What is customer service? Who are your customers?
- ✓ Meeting expectations
- ✓ Setting goals
- ✓ Communication skills and telephone techniques
- ✓ Dealing with difficult customers and people
- ✓ Dealing with challenges assertively
- ✓ Dealing with stress
- ✓ The first critical element: A customer service focus
- ✓ The second critical element: Defined in your organization
- ✓ The third critical element: Given life by employees
- ✓ The fourth critical element: Be a problem solver
- ✓ The fifth critical element: Measure it
- ✓ The sixth critical element: Reinforce it

BODY LANGUAGE: READING BODY LANGUAGE AS A SALES TOOL

Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals you are sending, as well as being able to read the signals that your clients send, is an essential skill in sales and throughout our lives. What is your body language saying about you? Find out in this one-day workshop!

What Will Students Learn?

- ✓ Apply your knowledge of body language to improve communication
- ✓ Understand the impact of space in a conversation
- ✓ Understand the nuances of body language from a range of areas including your face, hands, arms, legs, and posture
- ✓ Use mirroring and matching techniques to build rapport
- ✓ Shake hands with confidence
- ✓ Dress for success

What Topics are Covered?

- ✓ Body language
- ✓ Give me some space!
- ✓ What's your face saying?
- ✓ What's your body saying?
- ✓ Mirroring and leading
- ✓ Monitoring your posture
- ✓ Dressing up
- ✓ Shaking hands
- ✓ Role plays and interactive activities

CONDUCTING ACCURATE INTERNET RESEARCH

As the Internet grows, it becomes more challenging to find the correct information from a reliable source in a timely manner. As research expert Gary Price puts it, "The haystack is growing and finding the needles takes more time and requires greater skill."

This one-day course will teach students how to conduct accurate Internet research by creating a search plan, searching both the surface web and the deep web, and staying organized. Students will also learn how to think critically and find the best sources for their Internet search.

What Will Students Learn?

- ✓ Describe why Internet research skills are important
- ✓ Create a search plan
- ✓ Identify what resources are the most appropriate for your search
- ✓ Search the surface web and the deep web using a variety of tools
- ✓ Assess the credibility and validity of a website
- ✓ Organize research notes
- ✓ Cite sources and avoid plagiarism

What Topics are Covered?

- ✓ Creating a Search Plan
- ✓ Searching the Surface Web
- ✓ Diving Into the Deep Web
- ✓ Searching for Multimedia
- ✓ Assessing Research Sites
- ✓ Staying Organized with Research Tools
- ✓ Citing Sources

WRITING REPORTS AND PROPOSALS

It is essential to understand how to write reports and proposals that get read. We write reports in a range of formats and a variety of purposes. Whether you need to report on a product analysis, inventory, feasibility studies, or something else, report writing is a skill you will use again and again. Having a method to prepare these documents will help you be as efficient as possible with the task. This course will build on a solid base of writing skills to present information in formal, informal, and proposal styles.

What Will Students Learn?

- ✓ Prepare reports and proposals that inform, persuade, and provide information.
- ✓ Review your work so that it is clear, concise, complete, and correct.
- ✓ Apply these skills in real work applications.

What Topics are Covered?

- ✓ The stages of report writing (investigating, planning, writing, and revising)
- ✓ Using headings, charts, and graphs
- ✓ The parts of a proposal
- ✓ Persuasion, designing a message, and tough questions
- ✓ Giving credit

ACTIVE LISTENING

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play. Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information. This one-day workshop will help participants develop and practice their active listening skills.

What Will Students Learn?

- ✓ Define active listening and its key components
- ✓ Identify ways to become a better listener
- ✓ Use body language to reflect a positive listening attitude
- ✓ Understand the difference between sympathy and empathy, and when each is appropriate
- ✓ Create a listening mindset using framing, positive intent, and focus
- ✓ Be genuine in your communications
- ✓ Understand the communication process
- ✓ Ask questions, probe for information, and use paraphrasing techniques
- ✓ Build relationships to create an authentic communication experience
- ✓ Identify common listening problems and solutions

What Topics are Covered?

- ✓ Defining active listening
- ✓ Body language basics
- ✓ Attitude is everything!
- ✓ Encouraging conversation
- ✓ Building relationships
- ✓ Getting over listening roadblocks

BUSINESS ETIQUETTE: GAINING THAT EXTRA EDGE

If you've ever had an awkward moment where:

- o You aren't sure which fork to use,
- o You don't know which side plate is yours,
- o You've ever had to make small talk with a Very Important Person and been lost for words...

Then you know just how agonizing such moments can be. Even worse (and what can be even more damaging to your career) are the social gaffes you aren't even aware you make. This one-day workshop will help you handle most of those socially difficult moments.

What Will Students Learn?

- ✓ Effective networking, including making introductions, shaking hands, and using business cards appropriately
- ✓ How to dress appropriately for every business occasion
- ✓ How to feel comfortable when dining in business and formal situations
- ✓ How to feel more confident of your business communication in every situation
- ✓ That extra edge that establishes trust and credibility

What Topics are Covered?

- ✓ Business etiquette basics
- ✓ The handshake
- ✓ Business card etiquette
- ✓ The skill of making small talk
- ✓ Do you remember names?
- ✓ Making that great first impression
- ✓ Dress for success
- ✓ Business dining
- ✓ E-mail and telephone etiquette

CREATING A DYNAMITE JOB PORTFOLIO

The job market continues to change, as does the way we look for work. This course examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview.

In order to make the most of this course, participants need to have recently completed the Getting Your Job Search Started workshop or identified target positions and completed a full skills assessment and goal setting exercise.

What Will Students Learn?

- Speak about yourself using descriptive language.
- Apply the essential elements of cover letters and resumes.
- Understand the need for pre-employment testing and what to expect in your target market.
- Design a personalized portfolio.
- Develop a plan that moves you to a new job within 60 days.

What Topics are Covered?

- Who are you?
- Writing the resume
- Creating a noticeable package
- Cover letters
- The portfolio
- Dealing with awkward points
- Getting to a new job in 60 days
- Giving references
- Thank-you notes