



Course Outline

CO: Retail Manager: Retail Store Manager

Duration: 50 Months



SDP040225120859



Programme Title

Occupational Certificate:

Retail Manager: Retail Store Manager

SAQA ID

91789

NQF Level

6

Minimum Credits

507

Entry Requirements

Grade12



COURSE OVERVIEW

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.

COURSE OUTCOMES

- Manage employees in a retail business.
- Manage services and service standards and relations with stakeholders of a retail business.
- Manage the stock, supply chain and logistics of a retail business.
- Manage the marketing activities of a retail business.
- Manage the financial activities of a retail business.
- Manage assets and control risks and losses in a retail business.



It's All Possible





MODULES

Knowledge Modules	
Module ID	Title
KM-01	Retailing
KM-02	Customer Service in Retail
KM-03	Asset and Risk Management
KM-04	Retail Marketing
KM-05	Retail Management
KM-06	Retail Financial Management
KM-07	Communication In Retail
KM-08	Human Resources Management in Retail
KM-09	Logistics and the Supply Chain in Retail



MODULES

Practical Skill Modules

Module ID	Title
PM-01	Manage people and relationships
PM-02	Manage operational processes
PM-03	Maintain and evaluate visual merchandising displays
PM-04	Manage workforce planning processes
PM-05	Manage employee performance
PM-06	Plan and control service standards
PM-07	Build stakeholder relationships
PM-08	Plan and manage stock
PM-09	Price, merchandise and store stock
PM-10	Manage supplier performance and relationships
PM-11	Optimise stock performance
PM-12	Develop marketing and sales plans
PM-13	Manage cash flow
PM-14	Work with financial accounts and business plans
PM-15	Manage and mitigate risk
PM-16	Manage assets



It's All Possible

MANAGE SUPPLIER PERFORMANCE AND RELATIONSHIPS



MODULES

Work Experience Modules

Module ID	Title
WM-01	Operational planning and implementation
WM-02	Human resources management
WM-03	Industrial relations
WM-04	Management of customer shopping experience
WM-05	Stakeholder engagement
WM-06	Stock management
WM-07	Supply chain management
WM-08	Sales management
WM-09	Marketing management
WM-10	Cash management
WM-11	Financial management
WM-12	Financial control
WM-13	Risk management
WM-14	Assest management