



RETAIL LEARNERSHIP



RETAIL SUPERVISOR

121316



010 085 0918



www.zoneups.com



405 Cliff Ave, Waterkloofridge, Pretoria



BOOK NOW



12- 18 MONTHS



**CLASSROOM / ONLINE
TRAINING**



NQF LEVEL 4 CREDITS (129)

ABOUT THE COURSE

Prepares learners for senior retail store management roles.

Builds strong leadership, operational, and decision-making ability.

Develops competence in customer service, sales, stock, and supply chain management

Strengthens financial management, business planning, and profitability improvement skills.

Equips learners to manage risks, shrinkage, losses, and retail assets.

Builds workplace readiness through substantial practical and work experience components.

Supports progression into higher retail management and business pathways.

Prepares learners to manage a retail business with greater autonomy and strategic responsibility.



Target Audience

- Learners who want to become retail supervisors
- Individuals interested in first-line supervision in retail or wholesale environments
- People seeking team leadership and operations supervision skills
- Learners who want to build careers in customer service, retail operations, and staff supervision

PRICE

CLASSROOM TRAINING:

(Price on request)

ONLINE TRAINING:

(Price on request)

(Includes snacks and beverages – only applicable to classroom bookings)

KNOWLEDGE MODULES

SMART ZONE

- Introduction to the Whole sale and Retail Business Sectors
- Fundamentals of Supervision
- Supervising Operation Stability within the Wholesale and Retail Sector
- Fundamental Finance for Non-Financial Staff
- First Line Marketing and Sales within the Retail Sector
- Importance and Dynamics of Customer Service Delivery
- Enhancing Self-Development and Lifelong Learning

KNOWLEDGE AREAS

SMART ZONE

- How business works in the retail sector
- Supervision, leadership, people management, and workplace harmony
- Operations management, loss control, housekeeping, stock control, and health and safety
- Basic accounting, cost control, profit, cash flow, and management accounting
- Marketing, branding, sales processes, customer relationships, and after- sales service
- Customer service, customer psychology, loyalty, complaint handling, and service regulations
- Communication, emotional intelligence, diversity, ethics, lifelong learning, and personal development

WORK BASED AREA

SMART ZONE

- Supervising retail and wholesale staff
- Monitoring and controlling team performance
- Supervising operations and maintaining standards
- Supervising service to internal and external customers
- Resolving customer queries and complaints
- Participating in personal development and continuous learning

PRACTICAL SKILLS

SMART ZONE

- Supervise timekeeping
- Resolve conflict
- Plan daily tasks
- Hold meetings and delegate tasks
- Improve team member performance
- Prepare and conduct staff induction
- Provide on-the-job coaching
- Supervise loss control
- Supervise housekeeping
- Supervise stock control
- Supervise health and safety
- Supervise services to internal customers
- Supervise services to external customers
- Respond to customer queries
- Respond to customer complaints



KEY FEATURES

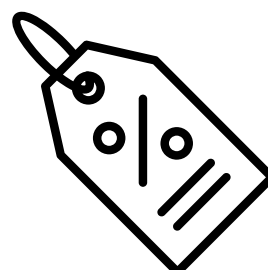
SMART ZONE

- National Occupational Certificate: Retail Supervisor
- Occupational Code: 522201
- NQF Level: 4
- Total Credits: 129
- 7 Knowledge Modules
- 5 Practical Skill Modules
- 4 Work Experience Modules
- Covers supervision, operations, customer service, finance, marketing, sales, and self-development
- Development Quality Partner: Wholesale and Retail SETA
- Assessment Quality Partner: Wholesale and Retail SETA



BENEFITS OF THIS LEARNERSHIP

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SIGN UP NOW

SIGN UP NOW AND SECURE YOUR PLACE

1. Register Online—www.zoneups.com
2. Select the training you prefer and the date you would like to attend.
3. Fill in the registration form.
4. Choose your payment method and finalize the booking.

Request a Quotation

Accreditation



*South African
Institute Of
Occupational Safety
And Health*



Services SETA



Fasset

Make the future count



ETDP-SETA



QCTO



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