



RETAIL LEARNERSHIP



RETAIL SUPERVISOR

99573



010 085 0918



www.zoneups.com



405 Cliff Ave, Waterkloofridge, Pretoria



BOOK NOW



12 MONTHS



**CLASSROOM / ONLINE
TRAINING**



NQF LEVEL 4 CREDITS (99)

ABOUT THE COURSE

The Retail Supervisor qualification prepares learners to supervise, control, and co-ordinate the work performance of a team in a specific area of a wholesale or retail outlet. It focuses on staff supervision, operations supervision, and customer service supervision.

The program develops supervisory skills in communication, motivation, meetings, delegation, performance improvement, loss control, housekeeping, health and safety, customer service, and complaint resolution. It combines theory, practical activities, and structured workplace experience to prepare learners for frontline supervisory roles in retail and wholesale environments.



Target Audience

- Learners who want to become retail supervisors
- Individuals interested in team leadership in wholesale or retail environments
- People seeking operational supervision and customer service supervision skills
- Learners wanting to build careers in retail and wholesale management support roles

PRICE

CLASSROOM TRAINING:

(Price on request)

ONLINE TRAINING:

(Price on request)

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

KNOWLEDGE MODULES

SMART ZONE

- Concepts and Principles of Supervising Wholesale or Retail Staff
- Concepts and Principles of Monitoring and Improving Performance
- Concepts and Principles for the Implementation and Maintenance of Retail or Wholesale Operations
- Concepts and Principles of Enhancing Customer Service

KNOWLEDGE AREAS

SMART ZONE

- The role of a supervisor, leadership styles, ethics, authority, self-management, decision making, and supervision legislation
- Communication, motivation, meetings, delegation, planning, follow-up, and conflict handling
- Monitoring and evaluating staff performance, feedback, corrective action, induction, training, and coaching
- Loss control, shrinkage, housekeeping, safe working procedures, and safety legislation
- Customer service standards, customer satisfaction, loyalty, consumer rights, customer queries, and complaint handling

MODULE BREAKDOWN

SMART ZONE

- Knowledge Credits: 20
- Practical Skill Credits: 20
- Work Experience Credits: 60
- Total Credits: 100

WORK BASED AREA

SMART ZONE

- Supervising retail or wholesale staff
- Monitoring and controlling team performance
- Supervising operations in a specific area of responsibility
- Supervising internal and external customer service
- Resolving customer queries and complaints
- Supervising loss control, housekeeping, and safe working procedures

PRACTICAL SKILLS

SMART ZONE

- Supervise time-keeping
- Resolve conflict
- Plan a day's tasks
- Hold meetings and delegate tasks
- Improve the performance of team members
- Prepare for inducting a new staff member
- Supervise loss control
- Supervise housekeeping
- Supervise health and safety
- Supervise service to internal customers
- Supervise service to external customers
- Respond to customer queries
- Resolve customer complaints



KEY FEATURES

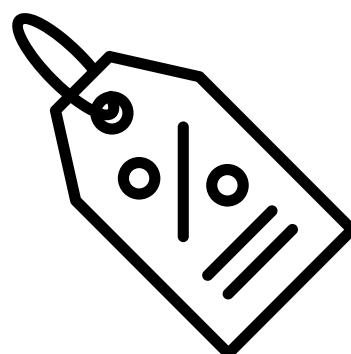
SMART ZONE

- Occupational Certificate: Retail Supervisor
- Curriculum Code: 522201000
- Associated Occupation: 522201 Retail Supervisor
- NQF Level: 4
- Total Credits: 100
- 4 Knowledge Modules
- 5 Practical Skill Modules
- 3 Work Experience Modules
- Covers supervision, operations, performance improvement, customer service, and complaint handling
- Development Quality Partner: Wholesale and Retail Seta
- Assessment Quality Partner: Wholesale and Retail Seta



BENEFITS OF THIS LEARNERSHIP

- Prepares learners for frontline supervisory roles in wholesale and retail
- Builds practical leadership and team supervision skills
- Develops performance management and staff improvement capability
- Strengthens planning, delegation, conflict handling, and communication skills
- Builds competence in loss control, housekeeping, and workplace safety supervision
- Improves customer service supervision and complaint-resolution ability
- Includes workplace experience for real job readiness
- Supports career growth into broader retail management roles





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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