



RETAIL LEARNERSHIP



SMALL RETAIL BUSINESS OWNER

121164



010 085 0918



www.zoneups.com



405 Cliff Ave, Waterkloofridge, Pretoria



BOOK NOW



12 MONTHS



**CLASSROOM / ONLINE
TRAINING**



NQF LEVEL 4 CREDITS (143)

ABOUT THE COURSE

The Small Retail Business Owner qualification prepares learners to run a small retail business by procuring goods, marketing and selling products and services, and managing finances to ensure growth and sustainability in line with applicable legislative requirements.

The program develops skills in customer service, communication, sales, financial management, stock control, procurement, and basic human resource management. It is designed for learners who want to own, run, and grow a small retail business successfully.



Target Audience

- Learners who want to start or run a small retail business
- Individuals interested in retail entrepreneurship
- People seeking practical skills in sales, stock control, customer service, and small business finance
- Learners who want formal preparation for operating a retail shop or store

PRICE

CLASSROOM TRAINING:

(Price on request)

ONLINE TRAINING:

(Price on request)

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

KNOWLEDGE MODULES

SMART ZONE

- Fundamentals of Running a Small Business within the Retail Sector
- Fundamentals of Communication as they Apply to a Small Retail Business Owner
- Fundamentals of Customer Service Applicable to a Small Retail Business Owner
- Basic Financial Management in a Small Retail Business
- Procurement and Stock Control in a Small Retail Business

KNOWLEDGE AREAS

SMART ZONE

- Business registration, legal requirements, tax, municipal by-laws, and business planning
- Communication processes, etiquette, listening, writing, business communication, and professionalism
- Customer service, complaints handling, negotiation, customer loyalty, selling skills, and safe business practice
- Sources of finance, budgeting, cash flow, pricing, break-even point, profit and loss, and record keeping
- Procurement planning, supplier selection, payment methods, stock monitoring, shrinkage control, stock taking, and inventory management

MODULE BREAKDOWN

SMART ZONE

- Knowledge Credits: 30
- Practical Skill Credits: 51
- Work Experience Credits: 62
- Total Credits: 143

WORK BASED AREA

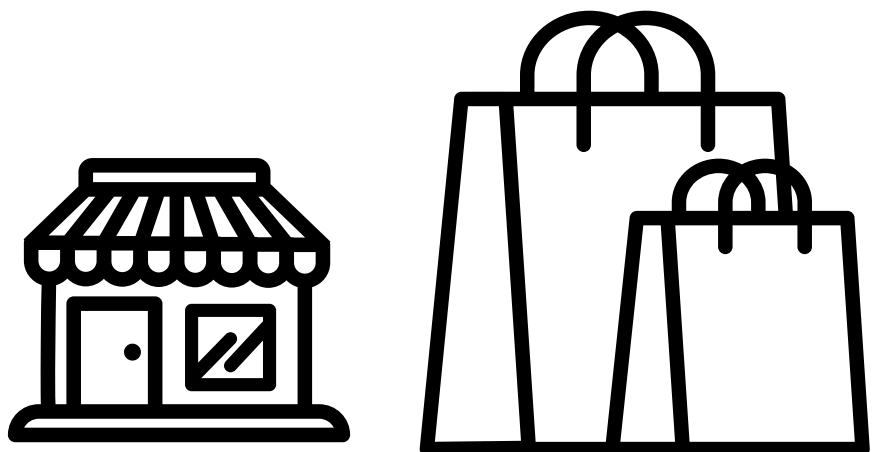
SMART ZONE

- Customer service maintenance
- Marketing and promotion
- Sales and after-sales service
- Financial management and record keeping
- Procurement and stock level management
- Basic human resources functions in a small retail business

PRACTICAL SKILLS

SMART ZONE

- Maintain relationships with customers
- Apply ethical and professional conduct when interacting with customers
- Identify a target market and potential customers
- Market and promote products and services
- Sell goods and services and complete transaction documents
- Manage budgets, cash flow, income statements, and balance sheets
- Procure goods, negotiate with suppliers, and manage stock levels
- Recruit staff members, orientate them, monitor performance, and handle basic misconduct processes



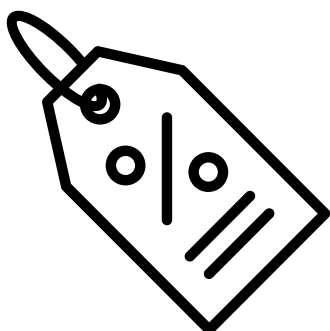
KEY FEATURES

SMART ZONE

- National Occupational Certificate: Small Retail Business Owner
- Curriculum Code: 142103-001-00-00
- NQF Level: 4
- Total Credits: 143
- 5 Knowledge Modules
- 5 Practical Skill Modules
- 5 Work Experience Modules
- Covers customer service, marketing, sales, finance, procurement, stock control, and HR basics
- Alternative industry titles: Shop Manager and Retail Store Manager
- Development Quality Partner: W&RSETA
- Assessment Quality Partner: W&RSETA

BENEFITS OF THIS LEARNERSHIP

- Prepares learners to run and grow a small retail business
- Builds practical skills in customer service, sales, and business communication
- Develops competence in budgeting, cash flow, pricing, and financial control
- Strengthens procurement, stock management, and supplier negotiation skills
- Builds confidence in attracting customers and maintaining customer loyalty
- Includes practical workplace experience for real business readiness
- Develops basic human resource skills for managing staff in a small retail environment
- Supports sustainable entrepreneurship and small business growth





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



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And Health*



Services SETA



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