

Retail Supervisor Skills Development

1. Overview

This programme equips individuals with the skills to effectively lead a retail team, enhance customer service, achieve sales targets, manage stock efficiently, ensure health and safety compliance, and handle administrative responsibilities such as scheduling and payroll. Participants will develop practical leadership, time management, and team motivation skills to drive performance in a retail environment.

2. Programme Outcomes:

- Exhibit strong personal ethics and integrity
- Adhere to and promote the organisation's code of conduct
- Appreciate the value of team motivation
- Understand individual and team dynamics
- Apply motivational theories to enhance team performance
- Create and execute actionable plans
- Deliver constructive feedback and acknowledge achievements
- Organize and manage time efficiently
- Prioritize tasks and implement effective work strategies

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0412

SAQA US:

242815, 242819, 242811

NQF Level:

4

Credits:

20

Entry Requirements:

Communication & Mathematical Literacy at NQF 3

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-Face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(242815 US):** Apply the organisation's code of conduct in a work environment
- **(242819 US):** Motivate and Build a Team
- **(242811 US):** Prioritise time and work for self and team

4. Topics

- Module 1: Understanding the Organisational Code of Conduct
- Module 2: Effective Team Management
- Module 3: Managing Timekeeping Records
- Module 4: Time Management and Prioritization

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful candidates will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation