

W&RSETA
P O Box 9809
CENTURION
0046

Your reference	C Motlhaping
Our reference	Services SETA

Date: 31-07-2018

Fiona Nel
Imsimbi Training Pty Ltd
114 Third Avenue
Fairland
Johannesburg
2030

Dear Ms.F Nel

LEARNING PROGRAMME APPROVAL

With reference to the above, please be advised that the Wholesale and Retail Sector Education and Training Authority, Qualifications and Quality Assurance Unit, evaluated the submitted learning programme and confirms that the learning programme sufficiently address the requirements with regard to the following qualification:

Qualification Title	National Certificate: Wholesale and Retail Operations Supervision
SAQA Qualification Code	49397
Learnership Code	27Q270009301354
Specialisation Linked to this qualification	N/A

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental				
	9302	Access information in order to respond to client enquiries in a financial services environment	3	2
	8968	Accommodate audience and context: needs in oral communication	3	5

Board: Yvonne Mbane (Chairperson), Meetaben Dullabh, Zinhle Tyikwe, Reggie Sibiya, Lwazi Koyana, Praise God Ndaba, Mogomotsi Masoabi, Themba Mthembu, David Makuwa, Fachmy Abrahams, Sibusiso Busane, Margaret Bango.

	9303	Communicate verbally with clients in a financial environment	3	3
	8969	Interpret and use information from texts	3	5
	8970	Write texts for a range of communicative contexts	3	5
	12155	Apply comprehension skills to engage written texts in a business environment	4	5
	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
	8974	Engage in sustained oral communication and evaluate spoken texts	4	5
	8975	Read analyse and respond to a variety of texts	4	5
	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
	8976	Write for a wide range of contexts	4	5
Core	13917	Indicate the role of a team leader ensuring that a team meets an organisation`s standards	3	6
	13947	Motivate a team	4	6
	118028	Supervise customer service standards	4	8
	118029	Supervise housekeeping and hygiene in a store	4	6
	118045	Supervise implementation of loss control measures	4	8
	118037	Supervise sales performance	4	8
	118043	Supervise stock counts	4	8

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Electives				
	258156	Build Customer relations in an operational unit	3	10
	13911	Induct a new member into a team	3	3
	14667	Describe and apply the management functions of an organization	4	10

The learning programme approval commences as from **(31/07/2018)** and will be in effect until the expiry date of each unit standard or the duration of **Imsimbi Training Pty Ltd** accreditation.

The W&RSETA QQA unit trusts that this information has been of assistance to you. Kindly contact the W&RSETA QQA unit should you require further information in this regard.

Kindly acknowledge receipt of this confirmation in writing.

Regards,

Inger Marrian
Manager: Qualifications and Quality Assurance

Board: Yvonne Mbane (Chairperson), Meetaben Dullabh, Zinhle Tyikwe, Reggie Sibiya, Lwazi Koyana, Praise God Ndaba, Mogomotsi Masoabi, Themba Mthembu, David Makuwa, Fachmy Abrahams, Sibusiso Busane, Margaret Bango.

Annexure A: List of Unit Standards that the provider has been awarded scope for

Unit Standard Code	Unit Standard Title
9302	Access information in order to respond to client enquiries in a financial services environment
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13947	Motivate a team
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118043	Supervise stock counts
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13911	Induct a new member into a team
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