



Certificate in Retail Operations

6 Months

4 Modules

2 Assessments

1 Exam

THIS CERTIFICATE FORMS PART OF THE MODULAR QCTO PROGRAMME IN CHAIN STORE MANAGEMENT (CSM)

You will learn:

Retail Operations Management

- Principles of retailing
- Building stakeholder relations
- Retail chain store operations management
- Staff scheduling

Communication in Retail

- Communication theory
- Business correspondence
- Holding meetings in a retail store
- Interpersonal communication

Leading Teams in a Chain Store Environment

- Management in a retail business
- Concept and principles of leadership
- Self-management
- Industrial relations
- Labour related legislation
- Diversity management
- Human Resources administration and management standards

Improving Financial Performance

- Financial reports used by retail chain stores
- Chain store financial report analyses
- Shrinkage and loss control
- Risk management
- Asset control and maintenance
- Improving the store's bottom line

About this course

This Certificate in Retail Operations course is the first of two certificate courses that form part of the **Quality Council for Trade and Occupations (QCTO) Chain Store Manager qualification**.

The purpose of this course is to equip students with the requisite knowledge to be able to apply retail management principles in different retail contexts. Upon completion of this programme, students are able to independently undertake the practical and work experience requirements for the CSM in their current workplace.

The qualification consists of two certificates, the **Certificate in Retail Operations** and the **Certificate in Retail Marketing Principles**. On successful completion, participants will meet the knowledge and practical component skills requirements of the **QCTO Chain Store Manager qualification**.

After completion of the two certificates, participants are required to complete a portfolio of applicable work experience evidence. The certificates achieved and portfolio of evidence allow a participant admission to a national examination administered at QCTO assessment centres. On successful completion of an external examination the qualification of Chain Store Manager is conferred by the QCTO.

Retail Operations Management - The retail operations module will assist participants to build an understanding of the concepts and principles of managing the operations of a retail chain store. The core components that are covered in this module are, principles of retailing, building stakeholder relations, operational principles and store operations management and aspects of staff scheduling.

Communication in Retail - Communication in retail will ensure that participants build a thorough knowledge of the concepts and principles for communicating verbally and in writing in a professional manner in a retail chain store environment. Aspects of communication that are covered in this module include communication theory, concepts, and principles of business correspondence, holding meetings in a retail store and interpersonal communication.

Leading Teams in a chain store environment - Concepts and principles of management and leadership are detailed in this module. Aspects of leadership as applied to retail teams are covered such as basic management in a retail business, self-management, industrial relations, labour related legislation and diversity management in addition to human resources administration and standards.

Improving financial performance in a chain store - The main focus of learning in this knowledge module is to build an understanding of the concepts and principles for improving the bottom-line contribution of a retail chain store to the organisation. Specific aspects that are covered in this module include financial reports used by retail chain stores, financial report analysis, shrinkage and loss control, risk management, asset control and improving the store's bottom line.

PRICE: R4,950 including VAT