

HIGHER CERTIFICATE IN BUSINESS MANAGEMENT: RETAIL MANAGEMENT

Programme Overview

The Higher Certificate in Business Management: Retail Management is for people who want to become entry-level retail professionals equipped with understanding how retail organisations function and provides the relevant skills, knowledge and self-awareness to work across various functional areas in the retail business.

Compulsory Modules

- Fundamentals of Business Management
- Fundamentals of Financial Management
- Retail Marketing
- People Management
- Retail Management
- Customer Service Management

Exit Level Outcomes

Upon completion of this programme, you will be able to:

- Demonstrate an understanding of the Business Environment and the Basic Economic Systems
- Apply effective people management principles in order to lead, manage, motivate and improve the performance of individuals and teams

- Know the core functions and principles of sound financial management in the retail sector
- Explain the principles of marketing and the importance of the retail marketing mix
- Communicate all elements and principles of the Retail Value Chain that enhance business performance accurately
- Gather information from various sources to understand and apply the principles of Customer Service Management

Entry Requirements?

Applicants will need an NQF level 4 qualification (e.g. Matric exemption or equivalent) and basic computer skills.



Programme Structure

The Higher Certificate in Business Management: Retail Management is an NQF Level 5 qualification, with 120 credits. This qualification is offered over 12 months.