



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Wholesale and Retail Product Knowledge for Operations

Services / Wholesale and Retail

Unit Standard 258160 · NQF Level 3 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the knowledge required to demonstrate understanding of products in their specific area of operation within the wholesale and retail environment. It covers product features, benefits, handling, storage, and relevant legislation to ensure effective operations. The course aims to enhance operational efficiency and customer satisfaction through informed product knowledge.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	258160
Accreditation	SAQA Accredited · NQF Level 3 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Describe the product range in own area of operation, including features, benefits, and intended use.
- Apply correct handling, storage, and display procedures for products to maintain quality and safety.
- Identify and explain relevant legislation and industry standards affecting product knowledge in the wholesale and retail sector.
- Demonstrate the ability to access and interpret product information from various sources, including labels and specifications.
- Evaluate the impact of product knowledge on customer service, stock management, and operational efficiency.

WHO SHOULD ATTEND

- This course is designed for entry-level to supervisory staff working in wholesale or retail operations, including sales assistants, stock controllers, and team leaders who need to understand the products they handle.

COURSE OUTLINE

Day 1: Introduction to Wholesale and Retail Product Knowledge

- Overview of the wholesale and retail industry.
- Product categories: FMCG, durables, perishables, etc.
- Product life cycles and seasonality.
- Supply chain basics: procurement, warehousing, distribution.
- Role of product knowledge in customer service and sales.
- Legislation affecting product handling (e.g., Consumer Protection Act).

Day 2: Product Specifications and Quality Standards

- Reading and understanding product specifications.
- Labelling regulations and barcoding.
- Quality control: standards, inspections, and grading.
- Perishable vs non-perishable product handling.
- Storage conditions: temperature, humidity, stacking.
- Shelf-life management and rotation (FIFO/FEFO).
- Common product damages and prevention.

Day 3: Inventory Management and Stock Control

- Inventory types: safety stock, cycle stock, seasonal stock.
- Stock counting methods: periodic, perpetual, cycle counts.
- Reorder levels, lead times, and economic order quantity.
- Product classification: ABC analysis.
- Using product data for demand forecasting.
- Handling returns, damaged goods, and write-offs.
- Technology in stock control: scanners, WMS.

Day 4: Product Handling, Safety, and Compliance

- Manual handling techniques and ergonomics.
- Safety data sheets (SDS) and hazardous product handling.
- Temperature-controlled supply chains (cold chain).
- Food safety standards (HACCP, FSSC 22000).
- Product traceability: batch numbers, expiry dates.
- Recall procedures and documentation.
- Waste management and sustainability practices.
- Personal protective equipment (PPE) requirements.

Day 5: Practical Integration and Assessment

- Case studies: product issues in receiving, storage, and dispatch.
- Role-play: customer queries and product recommendations.
- Problem-solving: stock discrepancies and quality complaints.
- Review of key concepts and question-and-answer session.
- Formative assessment: product knowledge quiz.
- Summative assessment preparation and practice.
- Feedback and action planning.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 258160) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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