



MAURITIUS QUALIFICATIONS AUTHORITY

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NATIONAL CERTIFICATE

LEVEL 5

IN

COOPERATIVE CUSTOMER CARE

AND

RETAIL BUSINESS MANAGEMENT

National Certificate Level 5 in Cooperative Customer Care and Retail Business Management

1. Level: 5
2. Credits: 165
3. Review Date: August 2027
4. Access to qualification

4.1 Entry Information

Cambridge School Certificate / 'O' Level with credit in 3 subjects and at least pass in English language or equivalent

OR

An alternative acceptable qualification at level 3 of the NQF.

4.2 Recognition of Prior Learning [RPL]

Potential candidates holding a qualification at NQF Level 4 and at least 3 years of working experience in the relevant field may access this qualification through Recognition of Prior Learning (RPL) process.

5. Award of Qualification Requirements

Compulsory

All the unit standards listed are required:

Unit No.	Unit Standard Title	Level	Credit
Co-operative Management			
01	Demonstrate understanding of Cooperative business model	5	5
02	Demonstrate understanding of Cooperative Law & Practices in Mauritius	5	5
03	Demonstrate competency of Book-keeping and Accountancy in a Cooperative Enterprise	5	5
04	Demonstrate competency in writing a simple Business Plan for Cooperative Sector	5	5

05	Demonstrate understanding of effective Communication Skills	5	5
06	Demonstrate understanding of effective Managerial Skills in Managing a Cooperative Enterprise	5	5
07	Demonstrate understanding of effective Leadership Skills	5	5
08	Demonstrate competency of Costing and Budgeting for Cooperative Sector	5	5
09	Demonstrate understanding and use of Information Technology	5	5
Customer Care			
10	Develop customer service skills	5	5
11	Demonstrate knowledge of customers	5	5
12	Build and Maintain Effective Customer Relations	5	3
13	Employ customer service techniques for differing customer behaviors in a given situation	5	5
14	Provide customer service for international visitors	5	3
15	Develop, maintain, and strengthen external relationships for a small business	5	5
16	Apply client service techniques to improve service delivery	5	5
17	Develop a customer loyalty strategy	5	3
18	Develop and use customer satisfaction measurement tools	5	3
19	Apply the principles of good customer service to achieve organizational objectives	5	5
20	Apply the principles of customer care in client interactions	5	3
21	Negotiate in a Business Environment	5	5
22	Provide customer service in given situations	5	5
Retail Business Management			
23	Health and Safety Procedures at the Workplace	5	5

24	Maintain a safe and secure environment in a retail business	5	5
25	Use safe work practices in a retail environment under Supervision	5	3
26	Identify suspicious behavior by customers and deter theft and fraud in a retail or distribution environment	5	5
27	Sell products to customers in a Wholesale and Retail outlet	5	3
28	Compile and deliver presentations and persuasive written communications to enhance Retail/Wholesale practices	5	5
29	Manage and lead people in a retail/wholesale business	5	5
30	Manage cash in a retail/wholesale business	5	5
31	Manage the operations of a retail/wholesale business	5	5
32	Respond to customer enquiries	5	3
33	Establish and maintain positive customer service interactions in a retail environment	5	5
34	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	5	3
35	Demonstrate knowledge of theft and fraud in a retail or distribution environment	5	3
Write a Project			
36	Develop a business plan, and monitor the objectives	5	5
Study Visit			
37	Write a Study Visit Report to show knowledge gained	5	5
	Total		165

Purpose:-

The purpose of this qualification is to provide the trainees with the skills required to deliver efficient and reliable customer service in cooperatives and how to communicate effectively with different types of customer. They will also gain an understanding of the importance of an organization's customer service policies and procedures.

This qualification is designed primarily for entrepreneurs in the cooperatives sector having an interest to diversify their business activity in retailing but also targets unemployed persons to encourage them to become cooperative entrepreneurs in the field of retailing.