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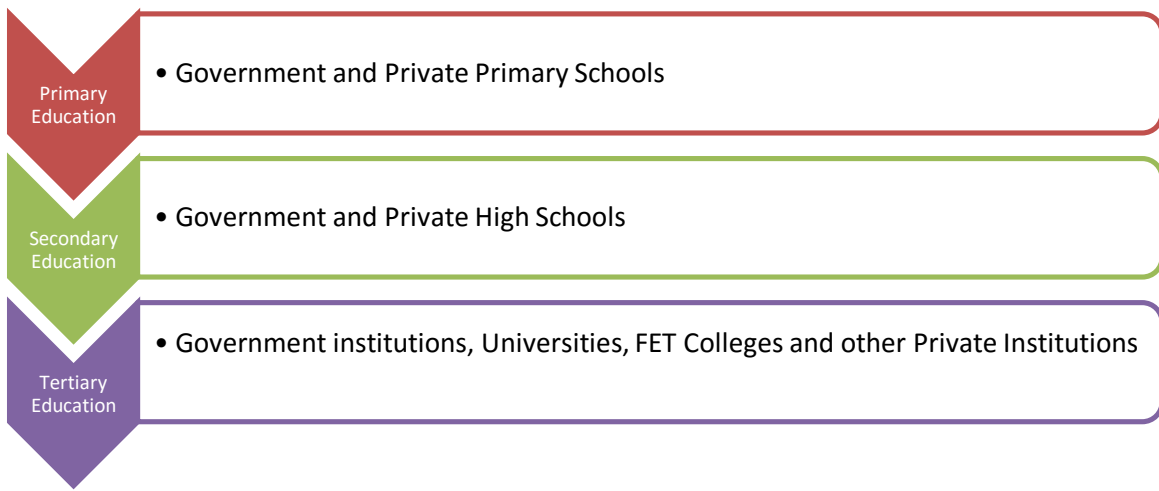
Email: Info@mretailing.co.za

Website: www.mretailing.co.za

GENERAL COURSE INFORMATION OVERVIEW 2016

The Retail Specialists

Overview of South Africa’s Education System



Why a Retail Career



Retail Career Path and Opportunities

Retail Outlets:

- ☞ General Assistant
- ☞ Sales Associate
- ☞ Cashier
- ☞ Administrator
- ☞ Supervisory
- ☞ Supply and Distribution Personnel and Managers
- ☞ Visual Merchandiser
- ☞ Various Management positions (Administration, Sales, Credit, Branch Managers etc)

Head Office:

- ☞ Distribution Centres
- ☞ Numerous support positions to supervisors, management, executives and directors
- ☞ Operations
- ☞ Marketing
- ☞ Sales
- ☞ Finance
- ☞ Merchandise
- ☞ Planners
- ☞ Buyers
- ☞ Information Technology
- ☞ Human Resources

QUESTIONS AND ANSWERS

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1. Who is Master Retailing?

Master Retailing is a registered private company with registration number: 2011/150040/07 with the following accreditation; affiliations; recognitions and/or memberships in alphabetical order:

- 🛒 **ATC** (Al Bayan Training Centre, Bahrain);
- 🛒 **BSN** (Business School Netherlands);
- 🛒 **CGCSA** (Consumer Goods Council of South Africa);
- 🛒 **DOE** (Department of Education);
- 🛒 **GESFWA** (Global Education Support Forum for Working Adults);
- 🛒 **IADL** (International Association for Distance Learning);
- 🛒 **IAO** (International Accreditation Organization);
- 🛒 **ICM** (Institute of Credit Management);
- 🛒 **IEAC** (International Education Accreditation Commission);
- 🛒 **IRE** (International Retail Education);
- 🛒 **NUTN** (National University Technology Network);
- 🛒 **SARC** (South African Retail Council);
- 🛒 **SAQA** (South African Qualifications Authority); and
- 🛒 **W&RSETA** (Wholesale & Retail Sector Education and Training Authority).

The IAO confirms that Master Retailing meets its quality of education responsibility to its students and to the education profession.

2. Where is Master Retailing and how are courses delivered?

Master Retailing's administrative offices are based in Centurion, Gauteng with support offices throughout South Africa, Swaziland, Kuwait, United Kingdom and United Arab Emirates. Given that the courses are distance learning based we have local and international students and are pleased to inform you that we are able to support your studies anywhere in the world. Master Retailing offers workshops, contact learning as well as supported distance learning "Your Time Study Courses". This means as per international trends, you can study at your own time and convenience without having to attend classes, meaning that you have complete freedom to study at your own pace and as your time allows with support only being an email or phone call away.












3. Courses that students can enrol in?

There are various courses students can enrol and Master Retailing offers local support including that of retail workshops which are conducted in South Africa.


The following are distance learning “your time study courses” for students wishing to embark on studying **Retail Management**:

Undergraduate Courses:

<u>3 Months Certificate Courses</u>	<u>6 Months Certificate Courses</u>
 Accounting for Decision-Making (3CADM)	 Accounting for Decision-Making (6CADM)
 Corporate Strategy (3CCS)	 Corporate Strategy (6CCS)
 Entrepreneurship (3CE)	 Entrepreneurship (6CE)
 Food and Beverage Server (3FBSC)	 Food and Beverage Server (6FBSC)
 Human Resource Management (3CHRM)	 Human Resource Management (6CHRM)
 International Business (3CIB)	 International Business (6CIB)
 Labour Law (3CLL)	 Labour Law (6CLL)
 Management Information Systems (3CMIS)	 Management Information Systems (6CMIS)
 Managerial Finance (3CMF)	 Managerial Finance (6CMF)
 Managing Strategic Change (3CMSC)	 Managing Strategic Change (6CMSC)
 Marketing Management (3CMAM)	 Marketing Management (6CMAM)
 Merchandise Management (3CMM)	 Merchandise Management (6CMM)
 Operations Management (3COM)	 Operations Management (6COM)
 Sales Management (3CSM)	 Sales Management (6CSM)
 Retail Management (3CRM)	 Retail Management (6CRM)

<u>12 Months Certificate Courses</u>	
	Accounting for Decision-Making (12CADM)
	Corporate Strategy (12CCS)
	Entrepreneurship (12CE)
	Human Resource Management (12CHRM)
	International Business (12CIB)
	Management Information Systems (12CMIS)
	Managerial Finance (12CMF)
	Marketing Management (12CMAM)
	Merchandise Management (12CMM)
	Operations Management (12COM)
	Retail Management (12ACRM)

National certificate:

 National Certificate: Retail and Wholesale is delivered by means of a blended approach of classroom sessions as well as supported distance learning.

For more information on any of the above specific courses please notify us via return mail at info@mretailing.co.za and either one of our friendly student advisors will contact you or we will forward you further details on the specific course you are interested in together with the affordable monthly payment plan of up to 36 months to pay which is ***interest free.***

4. Are courses accredited?

Our courses and modules are designed and aimed at improving your knowledge and skills that will assist you in attaining a higher quality of life and are based on international studies. We apply strict quality control measures to ensure that our courses are presented at a high standard.

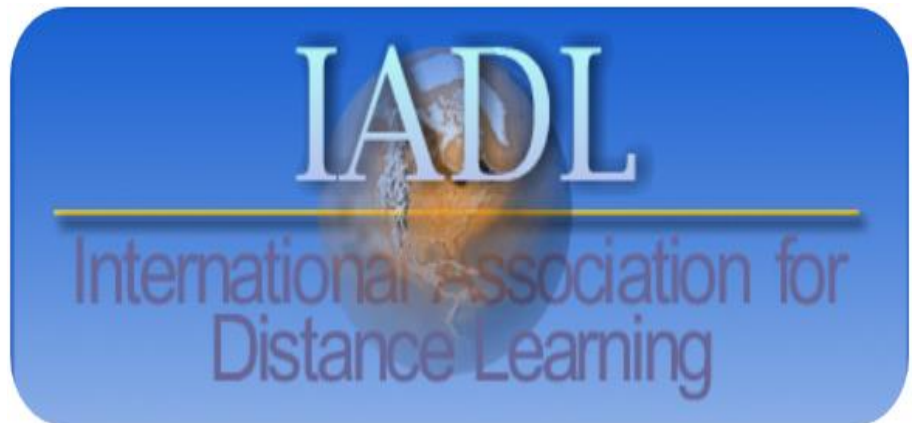
Master Retailing's accreditation / affiliations and/or memberships in alphabetical order as at January 2014 are:

- 🛒 **ATC** (Al Bayan Training Centre, Bahrain);
- 🛒 **BSN** (Business School Netherlands);
- 🛒 **CGCSA** (Consumer Goods Council of South Africa);
- 🛒 **DOE** (Department of Education);
- 🛒 **GESFWA** (Global Education Support Forum for Working Adults);
- 🛒 **IADL** (International Association for Distance Learning);
- 🛒 **IAO** (International Accreditation Organization);
- 🛒 **ICM** (Institute of Credit Management);
- 🛒 **IEAC** (International Education Accreditation Commission);
- 🛒 **IRE** (International Retail Education);
- 🛒 **NUTN** (National University Technology Network);
- 🛒 **SARC** (South African Retail Council);
- 🛒 **SAQA** (South African Qualifications Authority); and
- 🛒 **W&RSETA** (Wholesale & Retail Sector Education and Training Authority).

Master Retailing is a member of the International Retail Education (IRE) based out of Hong Kong as well as being a fully-fledged member of the IAO (International Accreditation Organisation). The IAO is a member of IEAC (International Education Accreditation Commission) and GESFWA (Global Education Support Forum for Working Adults)

Master Retailing is therefore proud to be accredited and recognised by the International Accredited Organisation (IAO) complying with all the established professional and educational standards and criteria. IAO confirms that Master Retailing meets its quality of education responsibility to its students and to the education profession.

Master Retailing is also accredited and recognised by the W&R SETA (Wholesale and Retail Skills Education Training Authority) and has met the requirements as a delivery and assessment provider.



5. Can I pay the course off over a few months?

Yes, Master Retailing is committed to providing access to retail management education through the provision of quality, flexible and cost-effective study of retail management programmes. Master Retailing has easy payment plans of up to 36 months to pay **interest free!!!**, which should suit everybody's pocket, lucrative discounts are provided should students be able to settle payment plans in advance. Herewith as follows our various payment options:

Undergraduate Courses:

3 Months Certificate Courses – fee and discount schedule “Your Time Study Courses” Duration 3 Months		
Payment Plan	Fee	
Flexible Payment Fee (Plan 4) Payable in 12 interest free monthly instalments*	R 3,595.00 (discount R0) R299.58 payable x 12 monthly instalments	<p style="font-size: 2em; color: red;">Course Fee</p> <p style="font-size: 2em; color: red;">R3,595.00</p> <p>All student study guides, learner workbooks, assignments etc. are provided for, so there are no additional costs</p>
Easy Payment Fee (Plan 3) Payable in 6 interest free monthly instalments*	R 3,245.00 (discount of R350.00) R540.84 payable x 6 monthly instalments	
Basic Fee (Plan 2) Payable in 3 interest free monthly instalments *	R 2,995.00 (discount of R600.00) R998.34 payable x 3 monthly instalments	
Early Bird Fee (Plan 1) Cash discounted, fee payable in full on registration	R 2,495.00 (discount of R1,100.00)	
Registration All courses are subject to a once off registration fee **	R 295.00	

6 Months Certificate Courses – fee and discount schedule

“Your Time Study Courses”

Duration 3 to 6 Months

Payment Plan	Fee	
Flexible Payment Fee (Plan 5) Payable in 24 <u>interest free</u> monthly instalments*	R 6,995.00 (discount R0) R291.46 payable x 24 monthly instalments	<h1 style="color: red;">Course Fee R6,995.00</h1> <p>All student study guides, learner workbooks, assignments etc. are provided for, so there are no additional costs</p>
Flexible Payment Fee (Plan 4) Payable in 12 <u>interest free</u> monthly instalments*	R 6,495.00 (discount R500) R541.25 payable x 12 monthly instalments	
Easy Payment Fee (Plan 3) Payable in 6 <u>interest free</u> monthly instalments*	R 5, 995.00 (discount of R1,000.00) R999.17 payable x 6 monthly instalments	
Basic Fee (Plan 2) Payable in 3 <u>interest free</u> monthly instalments *	R 5,495.00 (discount of R1,500.00) R1,831.67 payable x 3 monthly instalments	
Early Bird Fee (Plan 1) Cash discounted, fee payable in full on registration	R 4,995.00 (discount of R2,000.00)	
Registration All courses are subject to a once off registration fee **	R 295.00	

12 Months Certificate Courses – fee and discount schedule

“Your Time Study Courses”

Duration 6 to 12 Months

Payment Plan	Fee	
Flexible Payment Fee (Plan 6) Payable in 36 <u>interest free</u> monthly instalments*	R 11,995.00 (discount R0) R333.20 payable x 36 monthly instalments	<h1 style="color: red;">Course Fee R11,995.00</h1> <p>All student study guides, learner workbooks, assignments etc. are provided for, so there are no additional costs</p>
Flexible Payment Fee (Plan 5) Payable in 24 <u>interest free</u> monthly instalments*	R 10,995.00 (discount R1000.00) R458.13 payable x 24 monthly instalments	
Flexible Payment Fee (Plan 4) Payable in 12 <u>interest free</u> monthly instalments*	R 9,995.00 (discount R2,000.00) R832.92 payable x 12 monthly instalments	
Easy Payment Fee (Plan 3) Payable in 6 <u>interest free</u> monthly instalments*	R 9,495.00 (discount of R2,500.00) R1,582.50 payable x 6 monthly instalments	
Basic Fee (Plan 2) Payable in 3 <u>interest free</u> monthly instalments *	R 8,495.00.00 (discount of R3,500.00) R2, 831.67 payable x 3 monthly instalments	
Early Bird Fee (Plan 1) Cash discounted, fee payable in full on registration	R 7,500.00 (discount of R4,495.00)	
Registration All courses are subject to a once off registration fee **	R 345.00	

National Certificate:

National Certificate: Retail and Wholesale fee and discount schedule “Your Time Study Courses” Duration 12 months		
Payment Plan	Fee	
Flexible Payment Fee (Plan 4) Payable in 12 interest free monthly instalments*	R 19, 995.00 (discount R0) R1,666.25 payable x 12 monthly instalments	Total Course Fee R19, 995.00 Only All student study guides, learner workbooks, assignments etc. are provided for, so there are no additional costs
Flexible Payment Fee (Plan 3) Payable in 6 interest free monthly instalments*	R 19, 495.00 (discount R500.00) R3,249.17 payable x 6 monthly instalments	
Flexible Payment Fee (Plan 2) Payable in 3 interest free monthly instalments*	R 19, 245.00 (discount R750.00) R6,415.00 payable x 3 monthly instalments	
Early Bird Fee (Plan 1) Cash discounted, fee payable in full on registration	R 17, 995.00 (discount of R2,000.00)	
Registration All courses are subject to a once off registration fee **	R 595.00	

The duration of the National Certificate in Wholesale and Retail is 12 months and the programme is delivered by means of blended learning whereby learners will attend 3 to 5 days of classroom sessions per month and will be expected to complete knowledge assessments. Learners will also have to complete portfolios of evidence (assignments).

* Certification is issued only upon proof of final payment

Note: All student packs are only despatched once confirmation has been received of both the registration fee as well as at least the first instalment having been paid.

6. How is the study programme designed and how will it be delivered?

The “your time study course” is designed in line with international best practice with you mind. The course content is designed in order for you to be able to study at your own time through the medium of supported distance learning. Should you be in need of any assistance during your study’s Master Retailing will be able to assist you either telephonically or via email at support@mretailing.co.za

The National Certificate: Retail and Wholesale Operations is delivered over 12 months and is delivered by means of a blended approach. Learners are to attend between 3 and 5 days contact sessions per month, followed by 3 to 4 weeks of self-study.

7. Why should I choose Master Retailing and not any other institutions?

Master Retailing is known as the **retail specialists** and is the only institution in Africa who **only specialises** in Retail Management education. Individuals within Master Retailing have had many years of practical retail experience on an executive level, and who can therefore assist you in better understanding how to put the theory into practise within a retail environment.

On successful completion of your studies, you automatically become a life-time member of our prestigious Alumni. The benefits of this is that one of the divisions within Master Retailing also specialises in retail recruitment and placement and have SLA’s (Service Level agreements) with various leading retailers and assists these companies with their job requirements as and when required. Master Retailing is proud to have assisted many of our students in finding jobs within the retail sector, ranging from shop floor positions, management positions even to head office appointments. One has to bear in mind that Master Retailing has tailor made and combined retail theory with the practical aspects of retail which is the first in South Africa and makes our courses so lucrative.

The CEO and founder of our company has himself been the Managing Director of no less than 6 retail companies, all being divisions of AISI Top 40 Companies listed on the JSE and he understands more than most in South Africa

the academic and practical requirements within the retail sector. He completed his MBA dissertation based on “The impact the lack of training has on employee performance”

Therefore these courses focus on the practical aspects of retail as well as theory and have been designed based on international best practise by retailers for retailers. Lastly because Master Retailing is amongst others a proud fully-fledged member of the IAO (International Accreditation Organisation) and therefore these courses are internationally recognised and accredited. See point 4 above for the full list of Master Retailing’s accreditation / affiliations and/or memberships in alphabetical order as at January 2014.

8. Is there support provided through the course of the studies?

Master Retailing is committed to seeing its students succeed in the retail sector and we feel this bears a direct correlation to our customer value proposition. Master Retailing provides telephonic and email support, as and when needed to its students. We are proud to state that our track record for 2014 reflects that no queries exceeded a response time in excess of 48 hours and were promptly responded to in order to assist students to excel in the workplace.

9. What are the modules contained in the programme?

An articulated pathway for each course containing the individual course modules can be emailed to you upon request by emailing your request to info@mretailing.co.za and one of our student advisors will revert back to you with the appropriate information.

10. Will I have to write an exam at the end of the year?

No to all certificate courses, in order to successfully complete courses you will be expected to successfully complete one assignment for all 3 and 6 months certificate programmes and 2 assignments for the 12 Months Advanced Certificate programme in order to test your knowledge and demonstrate an understanding of the content studied.

11. What is the method of assessment

The method of assessment for all certificate courses is by assignment and learner workbook known as portfolio of evidence (POE).

12. What will I receive at the completion of the course?

On successful completion, you will receive a “Master Retailing Certificate” that features the IAO (International Accreditation Organization) as well as the IADL (International Association for Distance Learning) logo.

13. Will I have to attend classes?

Based on International best practise for retail, the courses are designed to cater for students that do not have the time, flexibility and resources to attend classes coupled with the unnecessarily escalation of student costs. The course is therefore designed with distance learning in mind in order to study where and when you want.

14. How long will courses take for me to complete and by when does it have to be completed by?

Please refer to the point 5 above “fee structure” or refer to “course overview” for the particular course that you are interested in which indicates the duration of the course. Dependant on your free time you have available the applicable course can also be completed as quickly as you are able to work through the material.

15. What is the pass mark?

- ☞ To pass a course, a final mark of 50% is required.
- ☞ When a course runs over more than 1 semester entrance to the 2nd semester or 2nd year of study is dependent on the successful completion of at least 50% pass mark of the 1st assignment, and/or 1st year of study.
- ☞ A sub – minimum of 50% is required in each form of assessment to be considered for further study.

16. If I do not pass, would I have to repay the full amount again or resubmit my assignments?

If you fail any assignment and/or examination with less than 50% then you will not be allowed to commence with further study until you have successfully passed it. You would not have to repay the full amount however you would have to pay an additional fee for the re-marking of the particular assignment which consists of the following:

- a) Assignment re-mark fee: R 295.00 (Per Assignment)
- b) Examination re-mark fee: R 595.00 (Per Examination)

17. Will you be able to find work for me?

We have in the past successfully placed many of our students ranging from shop floor, to management to even head office positions, we strongly believe that we will be able to find work for you, this is however not guaranteed. On successful completion of any of our courses, you then automatically become a life-time member of our Alumni.

Master Retailing also specialises in retail recruitment and has SLA's (Service Level agreements) with various leading retailers and is a service provider to them for their staffing requirements.

We weekly submit our student CV's to the appropriate decision makers at these organisations who have in excess of 1,000's of stores. Your CV will therefore go directly to the attention of the appropriate individual who makes these hiring decisions; thereby ensuring that the decision maker receives your CV personally without it getting lost in the normal red tape as can often happen in such large organisations. If you have submitted your CV to Master Retailing, we guarantee that your CV will then be sent to at least one of these leading retailers if not all of them. We will also from time to time if so required place certain vacancies we receive from these retailers onto our website. W&RSETA (Wholesale and Retail SETA) have gone on record in their executive summary stating that retail management is a scares skills shortage which is being experienced and they believe the industry requires an additional 42,000 new store managers. For every store manager there is also a team of skilled retail support staff required. Just look at the various shopping centres being constructed and think where are they going to find all these required skilled individuals needed?

18. How do I make payment?

Depending on what payment option you choose, see below:

Payment Method

Depending on the payment plan chosen, the amount together with the applicable course registration fee is to be made as follows:

- a) Completing and submitting a signed and authorised Master Retailing debit order authorisation form.
- b) EFT (Electronic funds transfer) or cash paid directly into Master Retailing Bank Account:

Bank	FNB (First National Bank)
Bank Address	2023 Hendrik Verwoed Drive, Centurion, South Africa, 0157
Branch	Centurion
Account Holder (Beneficiary)	Master Retailing (Pty) Ltd.
Account Number	62328105516
Branch Code	261550
Type of Account	Business Cheque Account

c) Payments:

The following information must accompany all student registration payments made to Master Retailing:

- i. Student registration contract if not already completed and submitted to registrations@mretailing.co.za
- ii. If payment option is preferred, then you need to also submit a completed and signed Master Retailing debit order authorisation form.
- iii. If paid directly into Master Retailing's bank account, then use your ID number as your reference or if a foreign student then either your passport number or any other identity number as stipulated on in your student registration contract.
- iv. If you have already been given a student number then you only need to quote your student number
- v. If paid cash or EFT, then proof of payment/transfer must be scanned/emailed to registrations@mretailing.co.za or faxed to 0867672797

Note:

- a) **If any details are not accurately provided to Master Retailing, this could result in a delay or your account not being credited.**
- b) **No funds may be paid directly to any student advisor, should you be requested to do this, please immediately notify us of this at 012 654 4688 or 012 751 8417**

19. When do the courses start?

The majority of our students commence either in January or July, however due to the flexible nature of our study programmes you can commence at any time. As soon as your registration contract together with your registration fee plus at least your 1st instalment (if making use of one of our interest free payment plans) reflects in our bank account, your application gets processed, and within 7 days (excluding week-ends and public holidays) your student pack containing your course material together with a set of guidelines is couriered to you, and you may then commence with your studies.

Students who embark on the National Certificate in Wholesale and Retail will enrol in classes of between 10 and 20 learners. Classes are run throughout the year, please contact one of our friendly student advisors to find out when the next class is due to commence.

20. When will I receive my study material?

All materials will be dispatched within 7 days (excluding week-ends and public holidays) via courier on acceptance of your application and issue of your unique student number. Your application can only be accepted if we have received proof of payment of your registration fee and either your full cash payment or at least your first instalment.

21. When is the closing date?

Master Retailing allows for maximum flexibility therefore due to the nature of the course you may register at any given time and there is no closing date

22. By when do I need to pay?

If you don't choose the discounted cash payment plan, then all monthly payments are to be received by Master Retailing before or on the last day of each calendar month.

23. If I want to register what is the process?

You need to complete the student registration contract in full and submit it together with:

- i. Proof of payment of your registration fee and/or
- ii. Signed authorised Master Retailing debit order form if choosing any of our payment plans
- iii. If paying cash, then proof of payment
- iv. Copy of your ID
- v. Copy of your matric certificate (if required as pre-requisite based on individual course requirements)

The above information to be emailed to info@mretailing.co.za or faxed to 086 767 2797

Please note that student packs will only be dispatched once your registration fee together with either the cash payment or at least your 1st instalment has been received. Once these payments are reflected in Master Retailing's bank account, your student pack will be dispatched to you within 7 days. On receipt of your student pack (which will also contain guidelines to your studies) you may immediately then begin with your studies.

We wish you all the best in making one of the most important decisions in your life, should you have any queries, please don't hesitate to contact us of any further assistance.

24. From which companies do some of Master Retailing students come from?

Ackermans; Addidas; American Swiss;
Barnetts; Bata; Beares; Bella Mia; Best Home Electric; Billabong-Clearwater; Boardmans ; Boxer; Bradlows; Bella Mia
Cape Union Mart Group; Cara Mia; Cash Build; Cell C; Character Group; Checkers; Choppies; Cleaning Warehouse;
Clicks; Colcacchio ; Coricraft ; Cross Trainer; Capital Shoes; Crown Outfitters; Castor and Ladder; Cum Laude
Department of Education; Dial a bed; Dion wired; Donna-Claire;
Edcon; Edgars; Ekukhanyeni Community Development Centre; Electric Express; Ellerines; Engen; Exact; Express;
Fairdeal; Fashion Express; Fastrak; Fish n Chips; Foschini; Fossil; Furniture City; Foodco (Nigeria)
Galaxy & Co; Game; Geen & Richards; Glomail; Godrej; Guess;
Hi fi Corp; Home etc; Homemark; House and Home; House of Coffee;
Incredible connection;
JD Group; Jetmart; Jockey; Joshua Doore; Juicy Lucy; Just Tools; Jetmaster
Kauai; Keedo International; KFC; Kingsmead Shoes; Kinky Hair
Levi's; Lewis; Lubners; Lizzard; Loumod
Marcel's Frozen Yoghurt; Markham; McDonalds; Meltz; Miladys; Mochachos; Mokki; Morkels; Mr Price Group;
Mr Price Clothing; Mr Price Home; Mr Price Sport; MStores; Mzansi Home Store;
Nashua Mobile; Nike; Ninos; Nu Metro; NWJ;
Ocean Basket; OK Furniture;
P.Q. Clothing; Panarottis; Pep Stores; Perfume Gallery; Photo & Beyond; Piatto; Pick n Pay; PNA; PostNet;
PQ Clothing; Price n Pride; Playboy Beverages
Rage; Reebok; Roman's Pizza; Russells;
Samsung; Savells/Fairdeal; Sheet Street; Shoe City; Shoprite; Sissy Boy; Smollan Group; Soviet; Spar; SportScene;
Spur; Sterns; Sunglass Hut; Sugarberry; Superga;
Tekki Town; Techno Chem; TFG; The Bed Shop; The Crazy Store; The Cross Trainer; Topaz; Total Sports; Toys R Us;
Toyzone;
TrainMe (Bahrain); Truworths; Tshwane Community Business Forum
UFO Furnitures; Verimark; Wetherleys; Wimpy; Woolworths; Waltons; XPANDA, Zeal Clothing

We currently have offices in South Africa: Bedfordview; Centurion ; Johannesburg; Midrand; Pretoria; VanderbijlPark. International: Kuwait; Swaziland; United Arab Emirates (UAE); United Kingdom (UK) and still growing...

