

The Shoprite Group

Training & Skills Development - Fact Sheet (2018)

Highlights (taken from the 2018 Sustainability Report):

- Over 12 850 unemployed youth trained in retail in past three years
- The Shoprite Group's Retail Readiness programme is arguably the largest skills development programme ever undertaken by a South African retailer
- Launched in February 2016, participants receive an NQF-level 3 qualification upon completion of the 8-week training programme
- To date, the programme has empowered more than 12 000 youths (aged 18-29 years) to enter the retail sector or start their own business

Overview of training & skills development in 2018:

- The Group offers retail training through Retail Varsity, its registered private further education and training college, to ensure that employed and unemployed learners receive industry-recognised qualifications
- Retail Varsity aims to be the most cost-effective and efficient retail university in the world, delivering cutting-edge learning geared to meet the demands of the Group
- It offered more than 1 500 retail-related courses and provided 22 accredited training courses (accredited with various Sector Education Training Authorities, such as the Wholesale and Retail Sector Education and Training Authority, W&RSeta)
- A total of 3 458 139 training hours (1.7 times more than 2017's 1 994 414 training hours)
- Supported 7 833 learners on accredited learning programmes
- Trained 4 040 unemployed black youth to enter the retail work environment through our Retail Readiness programme
 - 57% were employed by the Group after successfully completing the programme
- Completed the roll-out of 2 703 e-learning kiosks and devices to all stores, including non-RSA
- Awarded more than R16 million in bursaries to 291 students in the fields of Pharmacy, Accounting, Retail Business Management, Hospitality Management, Information Technology, Logistics and Food Science
- More than 81 000 man-days spent on training 21 933 employees on the new SAP ERP system between October 2017 and early 2019
- The Group is committed to the YES initiative and aims to provide 1 851 previously unemployed young black people with employment and workplace skills by the end of the 2019 financial year

More information regarding some of our training programmes:

- [Assistant Chef Training](#): launched in partnership with the International Hotel School in 2018, almost 500 employees have completed this 4-month training course to date including retail managers, fresh food managers and fresh food controllers
- [Retail Readiness](#): almost 16 000 participants have received an NQF-level 3 qualification upon successful completion of this 8-week training programme which was rolled out in February 2016
- [Bakery Training](#): launched in 2008, approximately 40 employees participate in this rigorous training programme every year
- [Decade of the Deaf](#): over 1 000 deaf learners have received NQF level 2 training in wholesale and retail chain store operations since 2008; employment is guaranteed for those who successfully complete their competency evaluation
- [Trainee Accountant Programme](#): in 1998, the Group became the first SA retailer to receive accreditation as a training office with the South African Institute of Chartered Accountants (SAICA); to date 102 accounting graduates have successfully completed their accounting articles with the Group and 75 of these qualified as Chartered Accountants; 30 candidates are currently busy with their accounting articles

ENDS

The Group's 22 accredited training courses include:

Learnerships (12 months):

1. Chainstore Operations (NQF 2)
2. Operations Supervision (NQF 4)
3. Meat Processing (NQF 3)
4. Professional Driver (NQF 3)
5. Contact Centre & Business Process (NQF 3)
6. NC Pharmacists Assistant (NQF 3)
7. FETC Pharmacist Assistant (NQF 4)
8. NC Retail Sales (NQF 3)

Skills Programmes (3 to 6 months):

9. Customer Care (NQF 3)
10. Controllers Action Plan (NQF 5)
11. Management Action Plan (NQF 5)
12. Meat Processing (NQF 3)
13. Asst. Chef Skills Programme (NQF 2)
14. Promote Food for Sale (NQF 3)
15. Bakery Skills Programme (NQF 2)
16. Retail Readiness (NQF 3)
17. Meat Cutting Skills Programme (NQF 3)
18. Hygiene & Safety Skills Programme (NQF 3)
19. Prepare Food for Sales (NQF 2)
20. Stock Administrator Action Plan (NQF 5)
21. Regional Action Plan (NQF 5)

Other:

22. Graduate Placement (12 months)