

Occupational Certificate: Sales Assistant 99669

NQF Level 3

Minimum Credits: 54

Entry Requirements:
At Level 1,
Mathematics & Communication

Purpose

This qualification prepares a learner to operate as a Retail Sales assistant. In the Wholesale and Retail sector, the position of a Sales Assistant is critical to the functioning of the business, as money coming into the company comes through sales. The Sales Assistant also builds customer relationships, encouraging future sales and referrals.



Qualified Learner

- ✔ Attend to different types of customers and resolve queries.
- ✔ Provide customer service and build customer relationships.
- ✔ Sell products in a full-service retail and wholesale sales environment.

Knowledge & Practical Skill Modules



Knowledge Modules

- Principles of attending to different types of customers and resolving customer queries impacting on sales.
- Principles of service excellence and building customer relationships in retail and wholesale sales.
- Concepts and principles of selling in a full-service retail and wholesale environment.



Practical Skill Modules

- Interact with different types of customers and present a positive image.
- Handle customer queries and complaints.
- Provide customer service and build customer relationships.
- Sell products to customers using the sales cycle.
- Use advanced selling techniques.



Work Experience Modules

- Processes and procedures for attending to different types of customers, handling customer queries and communicating with customers.
- Processes and procedures for providing customer service.
- Processes and procedures for selling products to customers using the sales cycle and advanced selling techniques in a full-service wholesale or retail sales environment



Integrated Formative Assessments:

This formative assessment leads to entrance into the integrated external summative assessment

Integrated Summative Assessments:

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality partner is required for the issuing of this qualification.



www.reachsummitglobal.com



training@reachsummitglobal.com



031 536 6650/ 012 942 5781