



ACCREDITED QUALIFICATION

*Occupational
Certificate:*

SALES ASSISTANT
(GENERAL / RETAIL SALES ADVISOR)

OCCUPATIONAL CERTIFICATE: SALES ASSISTANT (GENERAL / RETAIL SALES ADVISOR)

PURPOSE

The purpose of this qualification is to prepare a learner to operate as a Retail Sales Advisor. A Retail Sales Advisor sells goods and services such as Fast-Moving Consumer Goods (FMCG), clothing, furniture, and speciality merchandise in retail or wholesale environment.

ENTRY REQUIREMENTS

- Communication at NQF Level 1.
- Mathematical at NQF Level 1.

LEARNING OUTCOMES

- 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 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

- Interaction 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 customers 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.



ACCREDITATION NO.:
07-QCTO/SDP070223080346

CERTIFICATION:
QCTO

Available as a learnership

SAQA ID: 99669
Credits: 54
NQF Level: 3



TARGET AUDIENCE

Individuals that deal with customers within the wholesale and retail, seeking a formal qualification.



MODE OF DELIVERY

*In person classroom
Virtual (Webinar)*

*Programme duration:
Maximum 6 months*

*(The Class and
Workplace Schedules
to be provided after
registration)*