



Course Outline

CO: Sales Assistant (General) (Retail Sales Advisor)

Duration: 7 Weeks



SDP040225121209



Programme Title

Occupational Certificate:
Sales Assistant (General)(Retail Sales
Advisor)

SAQA ID

99669

NQF Level

3

Minimum Credits

54

Entry Requirements

Grade 9 with Mathematical and
Communication



COURSE OVERVIEW

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 a retail or wholesale environment.

COURSE 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.

It's All Possible



MODULES

Knowledge Modules

Module ID	Title
KM-01	Principles of attending to different types of customers and resolving customer queries impacting on sales
KM-02	Principles of service excellence and building customer relationships in retail and wholesale sales
KM-03	Concepts and principles of selling in a full-service retail and wholesale environment



It's All Possible



MODULES

Practical Skill Modules

Module ID	Title
PM-01	Interaction with different types of customers and present a positive image
PM-02	Handle customer queries and complaints,
PM-03	Provide customer service and build customer relationships
PM-04	Sell products to customers using the sales cycle
PM-05	Use advanced selling techniques



It's All Possible



MODULES

Work Experience Modules

Module ID	Title
WM-01	Processes and procedures for attending to different types of customers, handling customer queries and communicating with customers
WM-02	Processes and procedures for providing customer service
WM-03	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