



OCCUPATIONAL CERTIFICATE: SALES ASSISTANT (GENERAL) (RETAIL SALES ADVISOR) (SAQA ID: 99669)



Qualification Title:
Occupational Certificate
Sales Assistant



SAQA Qualification ID
99669



NQF Level
Level 3



Total Credits
54



Duration
7 Weeks



Training Days
4 Days spread over 7 Weeks



Blended
Online with Face to face/remote contact sessions



Assessment Quality Partner
Wholesale and Retail SETA (W&RSETA)

Purpose of the qualification

The purpose of this qualification is to prepare a learner to operate as a General Sales Assistant or a Retail Sales Advisor.

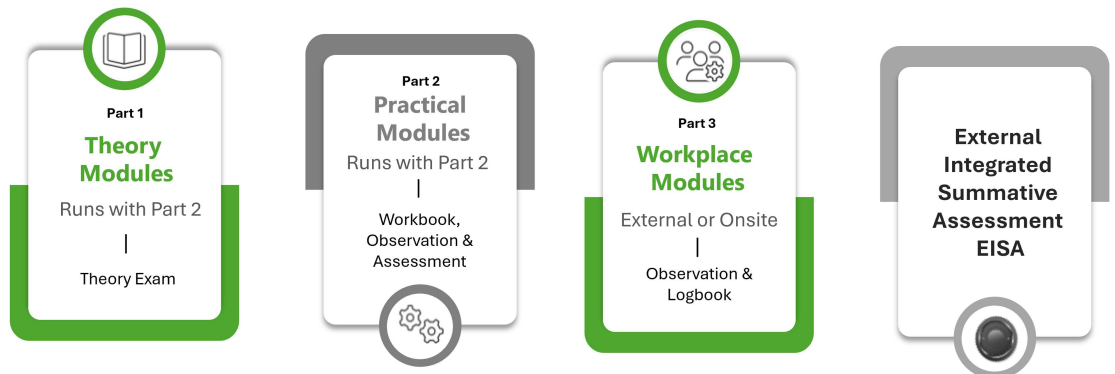
Target Audience

New entrants or Learners who wish to work as a Sales Assistant and in a Retail environment.

Entry Requirements

NQF Level 2 with Mathematical Literacy and Communication.

Course Structure



1. Knowledge Modules(11 Credits).

MODULE ID	Title	NQF Level	Credits
KM-01	Principles of attending to different types of customers and resolving customer queries impacting on sales.	2	4
KM-02	Principles of service excellence and building customer relationships in retail and wholesale sales.	3	3
KM-03	Concepts and principles of selling in a full service retail and wholesale environment.	3	4



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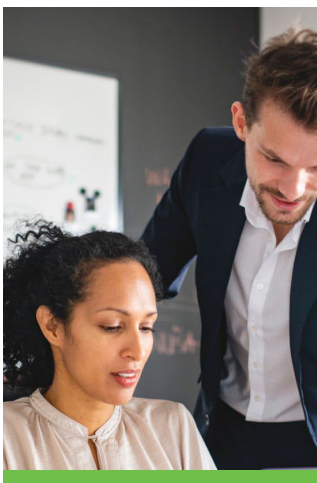
2. Practical Skill Modules(11 Credits).

MODULE ID	Title	NQF Level	Credits
PM-01	Interact with different types of customers and present a positive image.	2	2
PM-02	Handle customer queries and complaints.	2	2
PM-03	Provide customer service and build customer relationships.	3	2
PM-04	Sell products to customers using the sales cycle.	3	3
PM-05	Use advanced selling techniques.	3	2



3. Work Experience Modules(32 Credits).

MODULE ID	Title	NQF Level	Credits
WM-01	Processes and procedures for attending to different types of customers, handling customer queries and communicating with customers.	2	10
WM-02	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.	2	10



Course Outcome

- Attend to customers and handle their queries.
- Build relationships with customers by providing quality service.
- Build relationships with customers by providing quality service.

Assessment Methods

- **Internal Assessments:** Learners will be assessed through practical demonstrations, role-playing scenarios, and written tests covering all knowledge and practical skill modules.



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- **Workplace Evidence:** Learners must provide documentary evidence of their practical work, signed off by supervisors, to demonstrate competence in real-world settings.
- **Final Integrated Summative Assessment:** A final assessment to evaluate the learner's comprehensive understanding and application of the course material.

Certification

- **Occupational Certificate:** Retail Sales Advisor certificate awarded by the QCTO upon successful completion of the EISA.

Articulation Options

Horizontal Articulation

- **Occupational Certificate:** Visual Merchandiser, Level 3.

Vertical Articulation

- **Further Education and Training Certificate:** Automotive Sales and Support Services, Level 4 (ID 62489).





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