



## Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor) \_54 Credits

NQF L3\_SAQA 99669

### Purpose and rationale:

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 specialty merchandise in a retail or wholesale environment.

### Learning assumed to be in place and recognition of prior learning

Recognition of Prior Learning (RPL):

Learners may gain access to the qualification through RPL for Access as provided for in the QCTO RPL Policy. Learners who have acquired competencies of the modules of a qualification or part-qualification will be credited for modules through RPL.

The minimum entry requirement for this part-qualification is:

- NQF Level 1 with Mathematics and Communication.

### Exit level outcomes

The exit level outcomes of this qualification are as follows:

1. Attend to customers and handle their queries.
2. Build relationships with customers by providing quality service.
3. Sell goods or services to customers.

### Notional hours of learning

This programme is designed for 540 notional hours of learning. Notional hours of learning means the learning time that it is conceived it would take an average learner to meet the outcomes defined.

### Assessment Quality Partner

W&RSETA

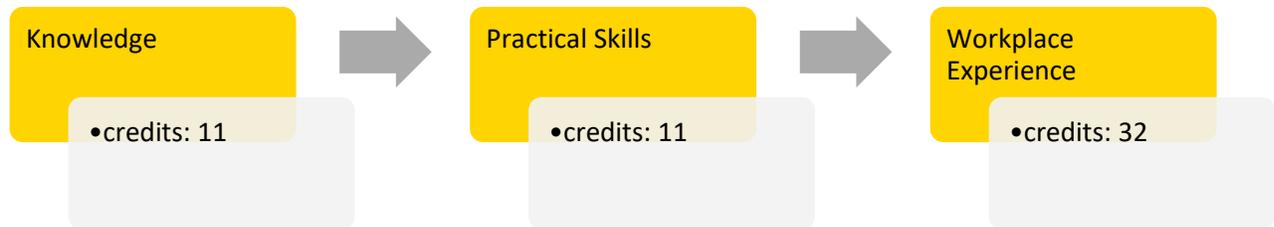
Production Management Institute of Southern Africa (Pty) Limited t/a PMI (Registration NR: 1997/18146/07)

Registered with the Department of Higher Education and Training as a private higher education institution under the Higher Education Act, 1997. Registration certificate no. 2000/HE07/011.

## Learning content, curriculum and delivery

PMI has designed the training curriculum and individual modules with the best learning strategies in mind taking into account how adult learners will best learn and engage with that content. Universal design principles guide the development and delivery of this programme to promote maximum learner accessibility. Universal design for learning is the deliberate design and delivery of instruction and learner services to meet the needs of the widest spectrum of learners possible.

This qualification consists of compulsory Knowledge, Practical Skills, and Work Experience Modules as follows:



## Unit standards:

Knowledge Modules _ 11 credits			
ID	Title	Level	Credits
522301001-KM-01	Principles of attending to different types of customers and resolving customer queries impacting on sales	2	4
522301001-KM-02	Principles of service excellence and building customer relationships in retail and wholesale sales	3	3
522301001-KM-03	Concepts and principles of selling in a full-service retail and wholesale environment	3	4
Practical Skills Modules _ 11 credits			
ID	Title	Level	Credits
522301001-PM-01	Interaction with different types of customers and present a positive image	2	2
522301001-PM-02	Handle customer queries and complaints	2	2
522301001-PM-03	Provide customer service and build customer relationships	3	2
522301001-PM-04	Sell products to customers using the sales cycle	3	3
522301001-PM-05	Use advanced selling techniques	3	2
Workplace Experience Modules _ 32 credits			
ID	Title	Level	Credits
522301001-WM-01	Procedures for Completing Before Shift Duties	2	10
522301001-WM-02	Procedures for Cleaning Floor Surfaces	3	8
522301001-WM-03	Procedures for Checking and Confirming Completed Tasks	3	14

Access the SAQA document via the link here: <https://regqs.saqa.org.za/viewQualification.php?id=99669>

**Note: This programme is currently only available in KZN.**