

Accreditation : This Module is a Nationally Accredited Course
Title : **BSBSLS404A – SECURE PROSPECT COMMITMENT**
Field Of Study : **Sales**

What is this course all about?

This unit involves the skills and knowledge required to use sales processes associated with securing prospect commitment to proceed with a sale.

When you have finished this course you should be able to demonstrate your ability to:

Respond to buying signals– BSBSLS404A/01

- ❑ Identify verbal and non-verbal buying signals
- ❑ Assess verbal and non-verbal buying signals
- ❑ Make a decision as to whether to respond to a buying signal by initiating close of sale
- ❑ Utilise trial closes to assist the buyer to make decisions on minor points related to the product
- ❑ Use trial closes strategically during different stages of the sales process

Negotiate the sale – BSBSLS404A/02

- ❑ Initiate a formal close to the sales process following one or more trial closes
- ❑ Negotiate conditions of the agreement
- ❑ Assess a range of different strategies to close the sale
- ❑ Select a strategy to close the sale
- ❑ Utilise supportive and confirming language to support the closure of the sales process
- ❑ Describe and demonstrate options for simple sales transactions to match specified situations
- ❑ Respond to the prospect's decision to purchase in an assertive manner

Finalise the agreement – BSBSLS404A/03

- ❑ Outline a summary of the agreement to the buyer
- ❑ Confirm the buyer's decision
- ❑ Ensure process and completion of the sales transaction comply with organisational requirements
- ❑ Prepare and complete sales documents
- ❑ Ensure advice on financing arrangements is accurate, matches the buyer's financial situation, and complies with organizational requirements

- ❑ Identify and present cross selling opportunities to the buyer
- ❑ Express a desire to continue the sales relationship and conduct future sales transactions

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Front line employees

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Conflict resolution skills to manage client dissatisfaction and criticism
- ❑ Customer service skills to determine client needs and preferences
- ❑ Interpersonal skills to develop rapport and build relationships with clients
- ❑ Literacy and numeracy skills to prepare sales documentation, process sales transactions and calculate financing arrangements
- ❑ Detail product knowledge, including product:
 - Advantages and disadvantages
 - Features
 - Service benefits
- ❑ Identification and overview knowledge of key provisions of relevant legislation from all levels of government that affects business operations, codes of practice and national standards, such as:
 - Anti-discrimination
 - Ethical principles
 - Consumer protection
 - Contract law
 - Privacy laws
 - Trades practices act
- ❑ Principles of sales closure techniques

What Recognition will you achieve?

Where a demonstrated competency has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on www.matrixtraininggroup.com/downloads.php in order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.