

Accreditation : This Module is a Nationally Accredited Course

Title : **ICTCC241A – PROCESS SALES**

Field Of Study : **SALES**

What is this course all about?

This unit applies to processing of sales inquiries from customers for limited/basic product/service.

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

Identify Customer Needs

- ❑ Identify customer needs clearly.
- ❑ Access existing customer records.
- ❑ Match products or services to customer needs..
- ❑ Present features and benefits of products or services.
- ❑ Inform customer of product or service price
- ❑ Refer customer inquiry to appropriate person/area in accordance with policy where customer need cannot be satisfied.

Close Sales

- ❑ Reach agreement with the customer on products or services to be purchased.
- ❑ Discuss and agree payment arrangements with customer.
- ❑ Advise customer of payment methodology and address for payment where necessary
- ❑ Record and verify credit card details where appropriate.
- ❑ Arrange credit checks within policy.
- ❑ Discuss and agree on delivery/installation arrangements with the customer
- ❑ Meet privacy requirements during the transaction
- ❑ Identify and act on opportunities for further sales in accordance with enterprise policy

Input sales records

- ❑ Record details of sales on enterprise systems fully
- ❑ Amend existing customer records where appropriate
- ❑ Raise invoices where required
- ❑ Record delivery/installation details within policy
- ❑ Assess performance against agreed targets and analyse for future improvement
- ❑ Observe legislation, codes, regulations and standards throughout transaction

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

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales Staff
- ❑ Customer Service Staff

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

- ❑ Clear and precise understanding of customer needs
- ❑ Matching of product/service to customer need
- ❑ Prices relating to product/service offered are clearly explained and understood by the customer
- ❑ Application of appropriate credit check
- ❑ Arrangement of customer payment
- ❑ Agreement with customer as to payment and delivery arrangements
- ❑ Customer Service Skills.
- ❑ Listening Skills
- ❑ Interpersonal Skills
- ❑ Selling Skills
- ❑ Sales Principles
- ❑ Enterprise Policies, Procedures and Guidelines
- ❑ Enterprise Protocols Associated With Customer Service
- ❑ Operational Environment: Customer Base, Company Products and Services
- ❑ Operational Systems

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Privacy Act;
- ❑ Trade Practices Act;
- ❑ EEO and Anti Discrimination Legislation;
- ❑ Telecommunications Act;
- ❑ Occupational Health and Safety Legislation;
- ❑ Freedom of Information;
- ❑ Consumer Credit Code;

What Recognition will you achieve?

Where demonstrated competencies 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 to IV level.

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) 9854-6124 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