

<b>Training Package</b>	Retail Services (SIR07)/Telecommunications (ICT02)		<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Process sales</b>		
<b>Unit code</b>	<b>Competency field</b> (in SIR07)	<b>Field</b> (in ICT02)	<b>HSC Indicative Hours</b>
<b>ICTCC241A</b>	Computer Operations and ICT Management	Sales	<b>25</b>

<b>Unit descriptor</b>	This unit applies to processing of sales inquiries from customers for limited/basic product/service. This unit is based on unit ICTTC210A in the ICT97 training package.
<b>Prerequisite units</b>	Nil
<b>Application of the unit</b>	Nil
<b>Employability Skills</b>	–

### Evidence Guide

<b>Assessment location and resources</b>	<b>Critical evidence</b>	<b>Skills and Knowledge</b>
Assessment will occur in an operational customer contact centre using customer contact technologies and information technology or a simulated contact centre with similar features.	<p>Assessment candidates should produce evidence of the following:</p> <ul style="list-style-type: none"> <li>• clear and precise understanding of customer needs</li> <li>• matching of product/service to customer need</li> <li>• prices relating to product/service offered are clearly explained and understood by the customer</li> <li>• application of appropriate credit check</li> <li>• arrangement of customer payment</li> <li>• agreement with customer as to payment and delivery arrangements</li> <li>• accurate recording of sales, payment and delivery arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>• customer service skills</li> <li>• listening skills</li> <li>• interpersonal skills</li> <li>• selling skills</li> <li>• sales principles</li> <li>• enterprise policies, procedures and guidelines</li> <li>• enterprise protocols associated with customer service</li> <li>• operational environment: customer base, company products and services</li> <li>• operational systems.</li> </ul>

Element	Performance Criteria	Range Statement
1 Identify customer needs	1.1 Identify customer needs clearly.	The following statements cover a wide range of circumstances. Assessment of candidates should be within the range that applies to the candidate's particular role or workplace.
	1.2 Access existing customer records.	
	1.3 Match products or services to customer needs.	
	1.4 Present features and benefits of products or services.	
	1.5 Inform customer of product or service price.	
	1.6 Refer customer inquiry to appropriate person/area in accordance with policy where customer need cannot be satisfied.	<b>Referral procedures</b> <ul style="list-style-type: none"> <li>• will vary from enterprise to enterprise.</li> </ul>
	1.7 Follow enterprise sales policy and principles.	<b>Policy</b> <ul style="list-style-type: none"> <li>• enterprise policies covering sales operations, customer handling, credit, payment and other aspects of sales</li> <li>• should also take into account legislation and regulation covering sales activity.</li> </ul> <b>Sales</b> <ul style="list-style-type: none"> <li>• relate to product/service purchase/provision, upgrade of existing product/service, amendments to previous sale arrangements.</li> </ul>
	1.8 Manage customer objections effectively.	
2 Close sales	2.1 Reach agreement with the customer on products or services to be purchased.	
	2.2 Discuss and agree payment arrangements with customer.	<b>Payment arrangements</b> <ul style="list-style-type: none"> <li>• credit card</li> <li>• cheque</li> <li>• money order</li> <li>• cash</li> </ul>

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> <li>• payment on delivery</li> <li>• direct debit.</li> </ul>
	2.3 Advise customer of payment methodology and address for payment where necessary.	
	2.4 Record and verify credit card details where appropriate.	<b>Credit card details</b> <ul style="list-style-type: none"> <li>• card type</li> <li>• card holder details</li> <li>• card number</li> <li>• expiry date.</li> </ul>
	2.5 Arrange credit checks within policy.	<b>Credit checks</b> <ul style="list-style-type: none"> <li>• automated or undertaken by sales person or by specialist staff within the enterprise.</li> </ul>
	2.6 Discuss and agree on delivery/installation arrangements with the customer.	<b>Delivery/installation arrangements</b> <ul style="list-style-type: none"> <li>• delivery address</li> <li>• time of delivery</li> <li>• arrangements for when householder not in attendance</li> <li>• payment on delivery details.</li> </ul>
	2.7 Action delivery/installation arrangements.	
	2.8 Meet privacy requirements during the transaction.	
2.9 Identify and act on opportunities for further sales in accordance with enterprise policy.		
3 Input sales records	3.1 Record details of sales on enterprise systems fully.	
	3.2 Amend existing customer records where appropriate.	
	3.3 Raise invoices where required.	<b>Invoices</b> <ul style="list-style-type: none"> <li>• enterprise specific and normally electronically generated in response to appropriate commands entered into the system.</li> </ul>

Element	Performance Criteria	Range Statement
	3.4 Record delivery/installation details within policy.	
	3.5 Assess performance against agreed targets and analyse for future improvement.	
	3.6 Observe legislation, codes, regulations and standards throughout transaction.	<p><b>Relevant legislation, codes, regulations and standards</b> include</p> <ul style="list-style-type: none"> <li>• Privacy Act</li> <li>• Trade Practices Act</li> <li>• EEO and anti discrimination legislation</li> <li>• Telecommunications Act</li> <li>• occupational health and safety legislation</li> <li>• freedom of information</li> <li>• consumer credit code.</li> </ul>

## KEY COMPETENCIES

The seven Key Competencies represent generic skills considered necessary for effective participation by an individual in the workplace.

Performance Level 1 – at this level, the candidate is required to undertake tasks effectively

Performance Level 2 – at this level, the candidate is required to manage tasks

Performance Level 3 – at this level, the candidate is required to use concepts for evaluating and reshaping tasks

The following Key Competency levels have been considered within the structure of this unit's Performance Criteria.

<b>Key competency</b>	<b>Performance level</b>
1 Collecting, analysing and organising information	1
2 Communicating ideas and information	1
3 Planning and organising activities	1
4 Working with others and in teams	1
5 Using mathematical ideas and techniques	1
6 Solving problems	1
7 Using technology	1