

## Applying for this Course:

To apply for this course you should be 16 years of age or older and hold a MQF Level 2 qualification in Mathematics, English and Maltese languages. If you do not have these qualifications but possess other qualifications or relevant experience, kindly contact us on [qa.jobsplus@gov.mt](mailto:qa.jobsplus@gov.mt). stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience. Alternatively, you can send the requested information by post addressed to: Quality Assurance Unit, Jobsplus Training Complex, Triq Birzebbuga, Hal Far BBG3000.

## On successful completion of the Vocational Education and Training Award in Principles of Sales Techniques, the learner will be able to:

- ✓ Apply listening skills and paraphrasing techniques when communicating with clients
- ✓ Behave assertively and project a professional image when interacting with clients
- ✓ Deal with clients confidently and professionally
- ✓ Deal with clients using appropriate negotiation skills
- ✓ Use appropriate people skills during a sales situation
- ✓ Use challenger sales techniques properly in a sales environment context
- ✓ Use account selling methods in a sales environment context
- ✓ Implement persuasive selling methodology especially with undecided or difficult clients
- ✓ Adopt a consultative selling approach in a sales environment context
- ✓ Employ public relations techniques when such techniques are called for in a sales environment context
- ✓ Apply telephone skills and telesales techniques in a telesales environment context
- ✓ Implement proper cash handling
- ✓ Use marketing skills in a sales environment context
- ✓ Collaborate with fellow sales persons/supervisors/managers in establishing what are the general customer trends and deal with a customer's needs effectively in a given sales environment
- ✓ Gain customers' trust through appropriate interaction with the customer
- ✓ Deal with clients' complaint using processes and procedures typically found in a given sales environment
- ✓ Carry out tasks in after sales support
- ✓ Sell products or services to a customer employing ethical behaviour and respecting a customer's right to confidentiality
- ✓ Sell products or services to a customer using appropriate persuasion techniques typically found in a given sales environment

**The National Commission for Further and Higher Education (NCFHE) deems this certificate to be at Level 2 of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning. This course comprises study modules to which a total of 4 ECVET points are assigned.**