



Australian Government

Department of Education, Employment and Workplace Relations

ICTCC241A Process sales

Release: 1

ICTCC241A Process sales

Modification History

Not applicable.

Unit Descriptor

Field: Sales

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.

Prerequisite units: Nil

Equivalent units: Nil

Field: Sales

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.

Prerequisite units: Nil

Equivalent units: Nil

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Identify customer needs	1.1 Identify customer needs clearly 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 1.7 Follow enterprise sales policy and principles 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 2.3 Advise customer of payment methodology and address for payment where necessary 2.4 Record and verify credit card details where appropriate 2.5 Arrange credit checks within policy 2.6 Discuss and agree on delivery/installation arrangements with the customer 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
 - 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

Required Skills and Knowledge

Not applicable.

Evidence Guide

Assessment location and resources

Assessment will occur in an operational customer contact centre using customer contact technologies and information technology or a simulated contact centre with similar features.

Critical evidence

Assessment candidates should produce evidence of the following:

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.

Accurate recording of sales, payment and delivery arrangements.

Skills and knowledge

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.

Assessment location and resources

Assessment will occur in an operational customer contact centre using customer contact technologies and information technology or a simulated contact centre with similar features.

Critical evidence

Assessment candidates should produce evidence of the following:

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.

Accurate recording of sales, payment and delivery arrangements.

Skills and knowledge

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.

Range Statement

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.

Policy

Enterprise policies covering sales operations, customer handling, credit, payment and other aspects of sales. Should also take into account legislation and regulation covering sales activity.

Sales

Relate to product/service purchase/provision, upgrade of existing product/service, amendments to previous sale arrangements.

Customer records

Normally maintained in a computerised system specific to the enterprise but may take the form of paper/card related systems.

Referral procedures

Will vary from enterprise to enterprise.

Payment arrangements

credit card

cheque

money order

cash

payment on delivery

direct debit.

Credit card details

card type

card holder details

card number

expiry date.

Credit checks

Automated or undertaken by sales person or by specialist staff within the enterprise.

Delivery/installation arrangements

delivery address

time of delivery

arrangements for when householder not in attendance

payment on delivery details.

Invoices

Enterprise specific and normally electronically generated in response to appropriate commands entered into the system.

Relevant legislation, codes, regulations and standards include:

Privacy Act

Trade Practices Act

EEO and Anti Discrimination Legislation

Telecommunications Act

Occupational Health and Safety Legislation

Freedom of Information

Consumer Credit Code

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.

Policy

Enterprise policies covering sales operations, customer handling, credit, payment and other aspects of sales. Should also take into account legislation and regulation covering sales activity.

Sales

Relate to product/service purchase/provision, upgrade of existing product/service, amendments to previous sale arrangements.

Customer records

Normally maintained in a computerised system specific to the enterprise but may take the form of paper/card related systems.

Referral procedures

Will vary from enterprise to enterprise.

Payment arrangements

credit card

cheque

money order

cash

payment on delivery

direct debit.

Credit card details

card type

card holder details

card number

expiry date.

Credit checks

Automated or undertaken by sales person or by specialist staff within the enterprise.

Delivery/installation arrangements

delivery address

time of delivery

arrangements for when householder not in attendance

payment on delivery details.

Invoices

Enterprise specific and normally electronically generated in response to appropriate commands entered into the system.

Relevant legislation, codes, regulations and standards include:

Privacy Act

Trade Practices Act

EEO and Anti Discrimination Legislation

Telecommunications Act

Occupational Health and Safety Legislation

Freedom of Information

Consumer Credit Code

Unit Sector(s)

Not applicable.