



# HCT

Progressive, Innovative & Interactive Training



## Retail Selling

### LEVEL 5



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QQI AWARD

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## Retail Selling 5N1619

**Programme Aim:** To provide learners with the opportunity to develop the knowledge, skills, and competencies necessary to greet customers in an appropriate manner, to use active listening skills to identify specific customers needs, and be capable of demonstrating product knowledge in order to close a sale. During the programme learners will explore legal obligation as a retailer in relation to returns and after sales service and will be provided with the tools to ensure confidence when dealing with challenging situation within a retail outlet. On completion learners will be capable of identifying a number of payment methods and secure procedure when handling payments.

### Participants of this programme will:

- Have the confidence to open retail selling opportunities appropriately
- Understand different buying signals
- Deal with customer objectives
- Use effective closing techniques to secure the sale
- Know and understand rights and responsibilities under current legislation
- Understand terminologies used in the retail industry
- Be capable of identifying a number of payment methods
- Deal with difficult queries and situations
- Have acquired the skills to deal with handling transactions effectively
- Appreciate the importance of good presentation and interpersonal skills
- Understand various in-house procedures including customer service policy, returns policy, and customer complaints procedures

### Programme Content

- Different types of retail outlets
- Understand the feature of full personal service
- Customer Loyalty
- Appropriate methods of opening a sale
- Demonstrate feature of a product
- Recognising buying signals
- Closing a sale
- Legal responsibilities under current legislation
- Deal effectively with customer complaints
- Understand correct procedure when handling transactions

### Specific Support Available

A range of accommodations and supports are possible according to specific needs. This programme comes with a very comprehensive manual as an excellent source of reference after the programme

<b>Programme level</b>	This programme leads to a Level 5 on the National Framework of Qualifications
<b>Progression and Credit Value</b>	This programme can be used as 15 credits towards Office Administration QQI Level 5 5M1997. Learners can transfer to another programme. HCT must be notified on day one of the programme that you wish to transfer free of charge, after day one the fees for the new programme will apply
<b>Duration</b>	This programme will run for 6 contact days depending on the project and will require participants to complete some work in their own time
<b>Who should attend this course</b>	People seeking skills in, or looking to gain formal qualification in the selling and systems of retail selling
<b>Required fluency in generic skills</b>	Learners entering a programme leading towards an award at Level 5 will usually be proficient at reading, drafting, preparing and understanding information across a broad range of topics, including quantitative information. Learners may solve problems well, independently and as part of a group. Learners participate well in a chosen area of expertise, using a range of tools and procedures, responsibly, and autonomously
<b>QQI Assessment</b>	Participants who wish to achieve a QQI Component Certificate must complete Assignment 40% and Skills Demonstration 60%
<b>Resources Required in Order to Successfully Complete the Module</b>	Some personal learning / study time will be required from participants. Programme packs, assessment briefs and some equipment will be provided as a part of the programme
<b>Specific Entry/Access &amp; Exemptions required</b>	A learner seeking entry to a programme leading to awards at level 5 does not need a previous formal qualification. HCT would highly recommend that learners have achieved some certification at Level 4 or have relevant work/life experience. Recognition of Prior Learning may be considered to gain access without having certification entry requirements, to gain exception within a programme, attain an award based on experience which they don't hold formal qualification in, contact our office for more information

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