



QQI - Course Profile Sheet



COURSE TITLE: Retail Selling		COURSE CODE: 5N1619
NQF Level: 5	Credit Value: 15	Category of Award: Minor
Course Duration:	5 days	
Entry Criteria:	To access this award the learner should have reached the standards of knowledge, skill and competence associated with level 4 of the National Framework of Qualifications. This may have been achieved through a formal qualification or through relevant life and work experience.	
Course Outcomes: By the end of this training course you will: <ol style="list-style-type: none"> 1. Identify the features and benefits of a product or service. 2. Open and close sales using proven selling techniques. 3. Demonstrate comprehensive product knowledge & deliver a winning sales pitch. 4. Develop excellent communication channels with customer and apply relationship selling techniques. 5. Overcome customer objections during the sales process. 6. Outline the legal and moral responsibilities of a retailer towards consumers. 7. Process refunds, voids and vouchers using EPOS systems. 8. Manage challenges and deal effectively with customer complaints. 		
Assessment Format:	Assignment 40% Skills Demonstration 60%	
Progression Options:	Successful completion of this component award enables the learner to transfer to programmes leading to other certificates where this component is a mandatory or an elective requirement.	
Policy on Reasonable Accommodation:	If you as a learner are aware of any challenge that may prevent you from succeeding on this programme of learning please be aware that you may apply for 'reasonable accommodation' as part of our policy on Fair and Consistent assessment of learners Section 6:4. In most cases we are in a position to offer a reasonable accommodation remedy at no extra cost to the learner. In some instances, a fee may be applied. Applications for reasonable accommodations are examined on a case by case basis as no two learning challenges are the same. In instances where a fee would need to be applied the learner would be notified in advance.	
English Language Proficiency:	This course is delivered and assessed in English and is suited to learners with a language proficiency ranging from CEFR B2 – C2. If you are unsure about your level of language proficiency, we will provide a simple English language assessment for your convenience.	
Additional Charges:	<p>We make every effort to ensure that all services associated with your course fall within the course fees as advertised. Other services that learners may need to avail of but fall outside of the course fees are:</p> <ul style="list-style-type: none"> • Late Submission/Extension fees - €60 • Resubmission of assessment for remarking €40 (1st Assignment) & €20 (all subsequent assignments). • Tutorials 75€ per hour. • Please see learner handbook page 40 for more information and exemptions. 	

For Further information on this course contact our office on 051 385720 or email Jim@newlinkstraining.com