MAURITIUS QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE

LEVEL 3

IN

SALES

National Certificate Level 3 in Sales

1. Level of qualification: 3

2. Total Credits: 126

3. Review date: February 2026

4. Access to qualification

4.1 Entry information

National Certificate of Education (NCE)/ 9th Grade of the Nine Year Continuous Basic Education

or

An alternative qualification at Level 2 of the NQF

4.2 Recognition of Prior Learning (RPL)

Potential candidates holding at least 3 years of working experience in the relevant field may access this qualification through Recognition of Prior Learning (RPL) process.

4.3 Award of qualification requirements

Unit No.	Unit Standard Title	Level	Credit
Core			
1	Process simple sales transactions in a retail or distribution environment	3	6
2	Sell goods and/or services over the telephone	3	6
3	Demonstrate knowledge of e-commerce and digital marketing	3	2
4	Receive customer payments	3	6
5	Serve customers face to face and online in a wide range of contexts	3	6
6	Assist customers to select goods and/or services	3	6
7	Demonstrate knowledge of customers' shopping and buying motives	3	6
8	Sell goods and/or services in a retail or distribution environment	3	6
9	Complete checkout sales transactions	3	6
10	Establish and develop sales client relationships	3	6

11	Communicate product information to sales clients	3	6
12	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6
13	Adhere to professional conduct and organisational ethics	3	6
14	Provide services to people with health-related problems and disabilities	3	6
Sub Core			
15	Complete foreign currency sales transactions in a retail or distribution environment	3	4
16	Pack customer purchases in a retail or distribution environment	3	4
17	Gift wrap customer purchases	3	4
18	Receive returned goods in a retail or distribution environment	3	4
19	Count and prepare takings for banking in a retail or distribution environment	3	4
20	Complete customer hire purchase applications	3	4
	Associated Studies		
21	Demonstrate effective communications skills	3	8
22	Perform calculations for the workplace	3	4
23	Provide first aid	3	2
24	Demonstrate understanding and use of information technology	3	5
25	Demonstrate knowledge of entrepreneurship development	3	2
26	Demonstrate knowledge of green technology	5	1
		Total Credits	**126**

5. Purpose

This qualification is intended for people wishing to pursue a career within the sales sector. People awarded with this qualification are able to process simple sales transactions in a retail or distribution environment, sell goods and/or services face to face, over the telephone and online, and receive customer payments.