



MAURITIUS QUALIFICATIONS AUTHORITY

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**NATIONAL CERTIFICATE**

**LEVEL 4**

**IN**

**PROFESSIONAL SALES**

# **National Certificate Level 4 in Professional Sales**

1. Level: 4
2. Credits: 124
3. Review Date: April 2028

## **4. Access to qualification**

### **4.1 Entry Information**

National Certificate Level 3 in Sales

or

An alternative qualification at Level 3 of the National Qualifications Framework (NQF)

### **4.2 Recognition of Prior Learning [RPL]**

Potential candidates holding a qualification at NQF Level 3 and at least 3 years' experience in the field may access this qualification through Recognition of Prior Learning (RPL) process.

<b>Unit No.</b>	<b>Unit Standard Title</b>	<b>Level</b>	<b>Credits</b>
01	Develop an understanding of the sales environment	4	5
02	Develop qualities of a sales person in a retail environment	4	6
03	Observe safety precautions in a sales environment	4	6
04	Perform Point of Sales transaction	4	5
05	Practice visual merchandising	4	4
06	Demonstrate customer interaction in a simulated environment	4	6
07	Apply the sales process	4	10
08	Demonstrate knowledge of E-Commerce	4	3
09	Manage customer relationship	4	5
10	Sell goods and / or services over the telephone	4	6

11	Handle complaints	4	4
12	Demonstrate knowledge of customer's shopping and buying motives	4	5
13	Perform stock handling and inventory control	4	5
14	Provide services to people with disabilities	4	2
15	Pack customer purchases in a retail or distribution environment	4	4
16	Gift wrap customer purchases	4	4
17	Demonstrate an understanding of supply chain and distribution channel	4	6
18	Count and prepare takings for banking in a retail or distribution environment	4	4
19	Complete foreign currency sales transactions in a retail distribution environment	4	5
20	Perform basic book keeping	4	3
<b>Associated Studies</b>			
21	Demonstrate effective communications skills	3	8
22	Demonstrate mathematical skills and knowledge	3	4
23	Demonstrate good work ethics	3	1
24	Demonstrate knowledge of and apply safety and health measures	3	1
25	Demonstrate knowledge of entrepreneurship development	3	2
26	Demonstrate knowledge of sustainable development	3	1
27	Demonstrate understanding and use of information technology	3	4
28	Demonstrate knowledge of citizenship education	3	1
29	Demonstrate knowledge of physical education	3	4
<b>Total Credits</b>			<b>124</b>

**Purpose:-**

This qualification is intended for people wishing to pursue a career within the retail services sector. People awarded with this qualification are expected to:

- perform Point of Sales (POS) transaction in a retail or distribution environment
- handle stock and perform inventory control
- practice Visual Merchandising activities

Learners shall acquire knowledge and skills to perform various roles such as Sales Assistants and Customer Service representatives.