

Short Course

Sales Management Programme

PURPOSE OF THE PROGRAMME

The purpose of this programme is to equip learners with the necessary knowledge, skills and attitudes to supervise P.O.S, sales performance and stock counts.

This programme has been designed and developed by Khulisane Academy (Services SETA Accreditation Nr. 0210) and is aligned with the unit standard(s) indicated below.

PROGRAMME OUTCOMES

On completion of the programme learners will be able to:

- Supervise P.O.S operations
- Supervise sales performance
- Supervise stock counts
- Supervise customer service standards

PROGRAMME OUTLINE

- Authorise refunds and exchanges
- Authorise POS transactions
- Schedule staff according to service requirements
- Explain the effect of sales on the net profit of the business
- Monitor sales performance
- Propose actions to improve sales performance
- Supervise planning and staff for stock count preparations
- Oversee the counting process
- Supervise post stock count procedures
- Supervise customer service standards

LEARNING ASSUMED TO BE IN PLACE

Delegates wishing to enroll on this programme should be competent in communicating in a business environment and computer skills.

METHODOLOGY

Training Programme Duration: 4 Days

Assessment: Learners will be formatively assessed in the classroom by means of activities.

Certification: Delegates will receive a certificate of attendance after completion of the programme.

Unit Standard(s):

- 118030 – Supervise sales performance
- 118037 – Supervise stock counts
- 118043 – Supervise P.O.S operations
- 118028 – Supervise customer service standards

NQF Level: 4

Credits: 32

TARGET GROUP

- Line managers
- Sales managers
- Sales representatives
- Business owners
- Entrepreneurs

BENEFITS

- Increased productivity
- Effective team work
- Increased sales efforts
- Improved opportunities to claim skills grants
- BEE scoring on informal training
- Learners will be able to apply for RPL at any accredited institution who offers this programme for formal recognition.