

NVQ In Telesales



Level 2

Who would benefit from the Telesales NVQ?

The NVQ Level 2 in Telesales is aimed at anyone who is responsible for promoting their business' products or services to other organisations or individuals over the telephone. Regardless of experience, the award will help develop new skills as well as equipping more experienced sales people with new techniques to make them even more successful.

Even those for whom sales is not the main focus of their role, but would like to gain the skills to participate in business development more confidently can benefit from the broad scope encompassed by the Telesales NVQ Level 2. Whether fielding incoming calls or making contact with individuals or businesses from cold, learners will gain an invaluable insight into how best to utilise the telephone in the business world.

What does the Telesales NVQ Level 2 cover?

The award includes mandatory units which cover the core elements of the sales process to which optional units are added so as to tailor the qualification for each learner. These include:

Mandatory Units

- Managing your time within the sales process
- Ethics and legal requirements in sales
- Identifying, developing and closing sales over the telephone

Optional Units

- Obtaining and using sales information
- Developing an effective sales call plan
- Managing learner's own personal and professional development in sales
- Developing and delivering a professional sales presentation
- The importance of gathering and maintaining accurate data and using contact management systems
- Obtaining finance for purchasers
- Processing customer orders and payments
- Monitoring product delivery
- Generating and following up sales leads
- Handling objections and closing sales

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