

NVQ In Telesales



Level 3

Who would benefit from the Telesales NVQ?

Taking it's lead from the Level 2 qualification, the Telesales NVQ Level 3 introduces more advanced sales and telesales methods and techniques to enable learners to further develop their skills. The Level 3 qualification goes into greater depth on fundamental sales techniques such as objection handling and closing but in addition features modules dealing with aspects as diverse as project management, motivation techniques and sales team management and assessment.

Whether the learner is someone who wants to take their skills to the next level or someone who has been required to take on a role with more responsibility, the Telesales NVQ Level 3 qualification will enable them to meet the demanding requirements of a sales or sales management role with increased confidence, motivation and a new found level of expertise.

What does the Telesales NVQ Level 3 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

- Generating and following up sales leads
- Handling objections and closing sales
- Competitor analysis

Optional Units

- Selling products and services over the telephone
- Leading a sales team
- Motivating sales professionals and sales partners
- Developing and delivering a professional sales presentation
- Using direct marketing to support sales activities
- Managing a project through to completion
- Contributing to the development of a new product or service
- Meeting customer's after sales requirements
- Implementing change
- Monitoring and evaluating sales team performance
- Developing sales proposals and quotations
- Preparing and facilitating sales meetings

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