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Section 1: Meeting VET sector requirements

Training organisations have a range of requirements that they must meet in developing and implementing quality training and assessment strategies and practices for course programs. As a trainer, you also have a range of requirements that must be considered when implementing programs for your specific group of learners.

1.1 How Aspire's resources assist in meeting requirements

The following section outlines a range of VET sector requirements and how Aspire's resources may assist you and your training organisation in implementing a quality learning experience.

VET sector requirement	Aspire's approach
Australian Qualifications Framework The Australian Qualifications Framework is the national policy for regulated qualifications in the Australian education and training system. The AQF incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework. You and your training organisation must be aware of the requirements of the relevant AQF qualification or course requirements, from the endorsed training package, as you implement course delivery.	Aspire's learning resources, practice tasks and learning checkpoints have been pitched at a level suitable for the unit of competency and the qualifications for which it is relevant, based on the specifications in the Australian Qualifications Framework (AQF) (Second edition, January 2013). For more information regarding these specifications, and to download the Australian Qualifications Framework, visit the AQF website at: www.aqf.edu.au.
Volume of learning When developing training and assessment strategies for this unit and the qualification for which it is relevant, you and your training organisation must take into account the volume of learning requirements as defined by the Australian Qualifications Framework. An explanation of volume of learning can be accessed at: www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-Learning-Explanation.pdf	The sample delivery plans provided in section 3.2 include suggested time allocations. You may need to adjust these allocations when planning delivery in the context of a whole qualification to meet volume of learning requirements and learner needs.

Section 2: Unit of competency information

2.1 Unit of competency

BSBSLS408 Present, secure and support sales solutions

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to present sales solutions that respond to specific buying needs of a client, and to use sales processes associated with securing prospect commitment to proceed with a sale.

It also includes attending to post-sales activities that build and strengthen the partnership between a salesperson and client, and enhance the likelihood of future sales.

It applies to individuals working in sales-related positions in a small, medium or large enterprise, in a wide variety of industries, who may provide sales solutions individually, or provide advice and support on aspects of sales solutions to support a sales team.

No licensing, legislative or certification requirements apply to this unit at the time of publication

Unit Sector

Business Development – Sales

2.2 Unit of competency assessment requirements

Assessment Requirements for BSBSLS408 Present, secure and support sales solutions

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence	Evidence of the ability to: • identify principles of effective sales presentation • identify buyer needs and present sales solution • manage buyer resistance • finalise a sale • implement support for post-sale activities. Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence	To complete the unit requirements safely and effectively, the individual must:
	• demonstrate detailed product knowledge, including product:
	  – advantages and disadvantages
	  – features
	  – service benefits
	• identify materials and aids that support presentations
	• identify principles for achieving an effective sales presentation mix
	• describe statistical methods used to demonstrate sales performance
	• describe strategies used to:
	  – manage client accounts
	  – build client goodwill
	  – develop client loyalty.

Section 3: Training requirements

3.1 Delivery approach

To comply with the requirements of the VET Quality Framework (VQF) and the Standards for Registered Training Organisations/Australian Quality Training Framework (AQTF), RTOs must develop a training and assessment strategy for the training programs they deliver. The training and assessment approach adopted by an RTO must accord with the need of their learners, current industry requirements and the requirements of the training package.

Trainers and assessors must make judgments about the most appropriate way to meet these requirements. These judgments should form part of the organisation's overall training and assessment strategy.

3.2 Delivery plans

The following sample delivery plans can be used to deliver *BSBSLS408 Present, secure and support sales solutions*. These plans, including the time allocations, are suggestions only. You may need to add to them, change them or substitute your own activities according to the interest level, experience of the learners and the specific situation. Remember, it is your responsibility as the trainer to use the most appropriate strategies for your learners.

The delivery plans have been developed for use in a face-to-face delivery environment. However, certain features of the delivery plans can be adapted to be used for individual/online learners, particularly for those parts of the learning content that necessitate some form of group interaction or communication.

Topic 1: Prepare for sales presentation	
Suggested time allocation: 18 hours **Suggested resources**: • Recommended reading • Slide presentation software	**Slide nos**: 2–21
Recommended reading	**Terminology checklist**
Aspire learner guide *BSBSLS408 Present, secure and support sales solutions*, Release 1 Topic 1: Prepare for sales presentation	• Product knowledge • Features and benefits • Testimonials • Sales tactics • Rapport • Methodical, humanistic. spontaneous and competitive buyers • Sales solutions • Sales aids • Product information sheets • Cheat cards • Mind-mapping • Comparison tables
Suggested training strategies	
• Commence facilitation of this unit of competency by introducing learners to the Aspire learner guide for *BSBSLS408 Present, secure and support sales solutions*. You may wish to discuss recognition of prior learning processes with learners at this stage.	
• Discuss with learners the importance of identifying the foundation skills that they develop as they progress through this unit. The preliminary pages of the learner guide include useful information regarding the foundation skills relevant for this unit.	
• Encourage learners to develop a personal glossary to record any terms that are new to them. They should record a definition and use the term in the correct context. The personal glossary could be included in a portfolio of evidence for assessment.	

3.3 Learning mapping

BSBSLS408 Present, secure and support sales solutions, Release 1

Unit of competency		Content		Practice tasks	Learning checkpoint
Element 1: Prepare for sales presentation					
1.1	Obtain and organise products, ideas and services for use within sales presentation	1A	Obtain, organise, review and be familiar with products, ideas and services	1	LC 1: Part A 1, 3 Part B 1
1.2	Review product information to ensure familiarity with products	1A	Obtain, organise, review and be familiar with products, ideas and services	1	LC 1: Part A 1, 2, 3 Part B 1
1.3	Identify sales tactics, and assess and choose options that meet needs and preferences of the prospect	1B	Identify and choose appropriate sales tactics for prospects	2	LC 1: Part A 3
1.4	Consider variety of sales solutions and prepare to meet buyer needs	1C	Consider the variety of sales solutions and prepare to meet buyer needs	3	LC 1: Part A 4, 5 Part B 2
1.5	Identify and select sales aids	1D	Identify and select sales aids	4	LC 1: Part A 3, 7 Part B
1.6	Identify alternatives for prospects and assess in relation to anticipated buyer needs	1C	Consider the variety of sales solutions and prepare to meet buyer needs	3	LC 1: Part A 4, 6
Element 2: Present sales solution					

Section 4: Assessment

4.1 Assessment approach

Assessment is all about collecting evidence and making decisions as to whether or not a learner has achieved competency. Assessment confirms that the learner can perform to the expected workplace standard, as outlined in the units of competency.

This section contains marking guidance for the final assessment tasks in the corresponding Aspire learner guide.

It is an important responsibility of trainers and assessors to complete the assessment records themselves. This ensures all additional assessment activities deemed appropriate, outside those in the Aspire learner guide, are included in these records.

All assessment activities should be undertaken in conjunction with your training organisation's relevant course training and assessment strategy, policies and procedures.

Final assessment tasks and recommended options

The final assessment provided in Aspire's print learner guide or online resource includes an overview that is laid out as follows (or similar):

To demonstrate your competency using this final assessment you must successfully complete three assessment tasks.

Complete the following task	Part A – Questioning You will demonstrate a sound knowledge of the unit requirements in your responses.
Select and complete one of the following	Part B – Project: Presenting, securing and supporting sales solutions at BizOps Enterprises You will demonstrate your skills and knowledge by completing a project using a case study or simulated environment. OR Part C – Project: Presenting, securing and supporting sales solutions at work You will demonstrate your skills and knowledge by completing a project in your workplace.
Select and complete one of the following	Part D – Observation Your work performance will be documented while being observed by an assessor. OR Part E – Third-party report Your work performance will be documented using a third-party report completed by a relevant supervisor.

Negotiating assessment tasks

It is critical that candidates understand the assessment tasks and expectations of their performance, as well as any options that may be available. Aspire's learner guides include a range of options for assessment (as outlined), depending on the unit being assessed and the characteristics of the candidate.

For example, a candidate completing assessment in a workplace (their own or via a work placement) may rely on a third-party report assessment. However, candidates completing assessment after a workshop-based program may require assessor observations in a simulated workplace task.

Candidates may also typically have the option of a verbal interview with their assessor or a written assessment (written questions) to demonstrate their knowledge of the unit being assessed. It should be noted that, even where only a written assessment option is provided, assessors may undertake this assessment in a verbal interview mode if suitable for the unit content, as a reasonable adjustment strategy.

How to use the assessment plan

Once assessment tasks and options have been discussed with the candidate, required and preferred tasks should be selected and documented in the assessment plan. An example of the assessment plan is provided here.

Assessment plan	
Training organisation name:	
Candidate name:	
Phone number:	
Date:	
Email:	
Assessor name:	
Unit of competency:	*BSBSLS408 Present, secure and support sales solutions*, Release 1
Assessment tasks selected:	Part A – Questioning Select and complete one of the following: ❑ Part B – Project: Presenting, securing and supporting sales solutions at BizOps Enterprises OR ❑ Part C – Project: Presenting, securing and supporting sales solutions at work Select and complete one of the following: ❑ Part D – Observation OR ❑ Part E – Third-party report

4.3 Assessment mapping

BSBSLS408 Present, secure and support sales solutions, Release 1

Unit of competency	Part A – Questioning	Part B – Project: Scenario	Part C – Project: At work	Part D – Observation	Part E – Third-party report
Element 1: Prepare for sales presentation					
1.1 Obtain and organise products, ideas and services for use within sales presentation		P1	P1		
1.2 Review product information to ensure familiarity with products	Q1				
1.3 Identify sales tactics, and assess and choose options that meet needs and preferences of the prospect		P2	P2		
1.4 Consider variety of sales solutions and prepare to meet buyer needs		P3	P3		
1.5 Identify and select sales aids		P4	P4		
1.6 Identify alternatives for prospects and assess in relation to anticipated buyer needs	Q2				
Element 2: Present sales solution					
2.1 Use gestures, posture, body language, facial expressions and voice to create a supportive selling environment				O1	O1
2.2 Use listening skills and open-ended questions to identify buyer needs, preferences, motives and objections				O3	O3