Qualification Title: GQA Level 3 NVQ Diploma for Sales within the Fenestration Industry

Qualification Number: 603/4370/9

Qualification Specification

# Who is this qualification for?

This qualification is aimed at those who are involved in negotiating and closing sales within the Fenestration industry. Candidates for this qualification will need to understand the appropriate legislation and Building Regulations that have to be explained and observed when discussing products and services. Candidates must also carry out their activities in accordance with relevant legislation, e.g. Sale of Goods Act, Data Protection Act and other Consumer protection legislation and guidance.

The qualification has 2 distinct pathways, 1 for those involved in Business to Business sales, the other for those who are involved in retail/domestic selling of Fenestration products. Business to Business candidates must complete unit SFI7 in addition to the qualification mandatory units. The group of optional units will allow employees with specific responsibilities and duties from companies of all sizes equal opportunity to complete the qualification.

This qualification is at Level 3, although some units may be at different levels and should only be taken by those who are fully trained to deal with a range of tasks and situations.

# Entry requirements

There are no formal entry requirements for learners undertaking this qualification. However, centres must ensure that learners have the potential and opportunity to gain the qualification successfully.

# Qualification support

This qualification has been designed and developed by GQA Qualifications with the support of ConstructionSkills.

# Regulatory information

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| Countries offered in:  | England, Northern Ireland |
| Qualification type: | Occupational Qualification |
| Subject/sector areas  | Building and construction |
| Qualification operational start date:  | 30-Apr-2019 |
| Qualification review date:  | 30-Apr-2024 |
| Applicable age ranges (years):  | 16-18, 19+ |

# Further information

Further information about this qualification can be obtained from: [www.gqaqualifications.com/qualifications](http://www.gqaqualifications.com/qualifications)

You can also contact GQA Qualifications directly at:

GQA Qualifications Ltd, Unit 1, Provincial House, Sheffield S4 7WW.

Tel 01142 720033, email to info@gqaqualifications.com

# Qualification achievement

This qualification consists of 10 mandatory units, which have a total of 44 credits and a group of optional units. Candidates must complete all of the mandatory units and then the correct number of units to achieve at least the minimum credits from the relevant pathway. This gives the qualification a minimum credit value of 51 credits.

The units are made up of the key areas those working in these job roles need to know and the tasks they need to be able to do to carry out the work appropriately and effectively. These are called Learning Outcomes, and all must be met to achieve the units.

GQA qualifications are made up of units that have a credit value or credits. These credits must be achieved in the correct combination of mandatory and optional units. Qualifications are now required to indicate the total qualification time (TQT), this is to show the typical time it will take someone to attain the required skills and knowledge to meet the qualification criteria.

The units of assessment set out learning outcomes which describe what learners need to be able to do and understand. The learning outcomes are defined by assessment criteria which are used to assess competence, expressed as skills achieved and learned knowledge and understanding, to achieve the units. Achievement of the mandatory unit and optional units will mean the qualification has been completed and will be subject to approval of a claim for certification. GQA Qualifications will issue a certificate complete with the learner’s name, the qualification and unit titles and the credits achieved.

# Qualification Structure

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| **Qualification Title:**  | GQA Level 3 NVQ Diploma for Sales within the Fenestration Industry |
| **Qualification Number (QAN):** | 603/4370/9 |
| **Total Credits:** | 51 |
| **Total Qualification Time (TQT):** | 510 |
| Candidates must complete all 10 mandatory units with total credit value of 44 credits and a minimum of 7 credits from the group of optional units. This gives the qualification a minimum credit value of 51 credits. |
| **Unit number**  | **Title**  | **Level** | **Credit** |
| **Mandatory Units** |
| T/617/5522 | Awareness of the Fenestration Industry | 3 | 5 |
| A/617/5523 | Understanding the Organisation and the supply chain, products, services, contracts and related information | 3 | 4 |
| T/503/1507 | Delivery of Company Customer Service Standards | 2 | 5 |
| F/617/5524 | An introduction to the laws and ethics of selling in the Fenestration Industry | 2 | 3 |
| J/617/5525 | How to prepare and deliver a sales presentation | 3 | 5 |
| R/617/5527 | Understand the importance of profitability in the Fenestration sales working environment | 3 | 4 |
| Y/617/5528 | Understanding the principles of objection handling, negotiation and closing sales | 3 | 6 |
| R/617/5530 | Understanding influences on buyer behaviour | 3 | 5 |
| H/617/5533 | Understanding how to prospect and make new business appointments | 3 | 4 |
| M/617/5535 | The importance of aftersales care | 2 | 3 |
| **Pathway 1 - Business to Business sales** |
| D/617/5529 | Developing skills - understanding the importance of time and territory management | 3 | 6 |
| **Pathway 1 Optional Units (minimum of 7 credits must be achieved)** |
| Y/617/5531 | Understanding sales targets | 2 | 2 |
| D/617/5532 | Understanding how to analyse market information to drive sales | 3 | 5 |
| K/617/5534 | Using Pipeline Management to drive new sales | 3 | 6 |
| **Pathway 2 - Retail / Domestic Optional Units (minimum of 7 credits must be achieved)** |
| Y/617/5531 | Understanding sales targets | 2 | 2 |
| D/617/5532 | Understanding how to analyse market information to drive sales | 3 | 5 |
| K/617/5534 | Using Pipeline Management to drive new sales | 3 | 6 |

# Assessment

The qualification must be assessed using the following assessment method:

* Portfolio of Evidence

Learners are required to achieve all learning outcomes within units of assessment. All assessment is subject to internal quality assurance within approved centres providing this qualification. External quality assurance of assessment and internal quality assurance within approved centres is provided by GQA Qualifications.