

Skills Framework- Sales Advisor

Overview

From customer-facing negotiations to the completion of administration work, sales advisors are responsible for the on-site property sales process. Sales advisors deliver exceptional customer service and should maintain a strong level of enthusiasm, drive and determination. A good understanding of the legal obligations and processes of selling a home is also advantageous.

To use the Skills Framework, follow the table below to see what training standards are necessary for site managers and assistant site managers. If there are any gaps in your training, you can find the right training course and provider along with average costs below.

Health & Safety

Unit of training	Courses available	Course trainer	Accreditor	Average course cost	CITB grant value
Health & Safety for sales	Introduction into health & safety in construction (GET0025)	Various	CITB	£130	£30
Lone worker and conflict	Home Build Site Management (GET1869) or Home Build Introduction (GET 1444)	Various	CITB	£130	£30
Basic first aid	First aid for CITB-registered levy exempt employers	Various	CITB	£130	£70

Customer Focus/ Quality Focus

Unit of training	Courses available	Course trainer	Accreditor	Average course cost	CITB grant value
Safety and fairness for customers	Home builder specific	Various	Various	n/a	n/a
The customer journey	Home builder specific	Various	Various	n/a	n/a

Compliance & regulatory

Unit of training	Courses available	Course trainer	Accreditor	Average course cost	CITB grant value
Compliance	Housing warranty and after sales service (GET1441) or Building regulation and control for residential homes (GET1439)	Various	CITB	£130	£30

Product knowledge

Unit of training	Courses available	Course trainer	Accreditor	Average course cost	CITB grant value
Understanding the benefits of new homes	Home building introduction (GET1444)	Various	CITB	£130	£30

Basic construction knowledge of various components - energy efficiency	In development	Various	CITB	TBC	TBC
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Pre-reservation and technical drawings	Interpreting plans and drawings (GET1873)	Various	CITB	£150	£30
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Understanding Conveyancing

Unit of training	Courses available	Course trainer	Accreditor	Average course cost	CITB grant value
Understanding the conveyancing and completion/ Handover process	Housing warranty and after sales service (GET1441)	Various	CITB	£130	£30

Commercial Awareness

Unit of training	Courses available	Course Trainer	Accreditor	Average course cost	CITB grant value
Introduction to the Home Builders: Steps to Selling	Home building introduction (GET1444)	Various	CITB	£130	£30