

HBSP - Skills and Training Framework

Sales Advisor



The information on this spreadsheet contains the agreed modules across the Home Building Sector for either an Sales Advisor. Subsequent tabs will give a more detailed overview of course content and key objectives along with, where available, links to samples of full course programmes. Over the coming months and in line with the work on CITB Grant reform and National Training Standards the relevant key information, where available will be added. Its primary aim is to help with standardising, understanding, developing, deployment and the tracking of people and their skills. The information within this and all associated Skills Matrices for Home Building should be used as a **minimum** standard across the sector.

Module:	Unit of Training	Sales Advisor
Health & Safety	Health and Safety for Sales Advisors	y
	Lone worker and conflict management	y
	Basic First Aid	y
Customer Focus Quality Focus Interpersonal Skills	Safety and Fairness for Customers	y
	The Customer Journey	y
Compliance & Regulaory	Compliance	y
Product Knowledge	Understanding the benefits of new homes	y
	Basic construction knowledge of various components - energy efficiency	y
	Pre reservation and Technical Drawings	y
Understanding Conveyancing	Understanding the Conveyancing and Completion / Handover process	y
Commercial Awarness	Introduction to the Home Builders Steps to Selling	y



In conjunction with

