VQA

NATIONAL

QUALIFICATION

12UY0108-5

IT SALES

REPRESENTATIVE

VOCATIONAL QUALIFICATIONS AUTHORITY

Ankara, 2012

PREFACE

This reference guide, namely IT Sales Representative (Level 5) National Qualification has been prepared in accordance with the provisions of the "Regulation on Vocational Qualifications, Testing and Certification" issued pursuant to the Vocational Qualifications Authority (VQA) Law no 5544.

The draft qualification has been drawn up by Turkish Information Technologies Association (TÜBİDER) appointed upon the cooperation protocol signed on 05.12.2011. After assessing opinions of the relevant organizations and institutions, the draft has been amended accordingly. The final draft has been evaluated by the VQA's Information Technologies Sector Committee that has deemed it suitable. It has been approved by the Board of Directors of the VQA through its decision no 2012/98 of 26/12/2012 and decided to be placed within the National Qualification Framework (NQF).

We would like to extend our gratitude to all people, organizations and institutions that have expressed their opinions and contributed to the preparation, examination and verification processes of the qualification. We would like to offer it to the service of all likely beneficiaries.

Vocational Qualifications Authority

INTRODUCTION

The key criteria referred to in the national qualification preparation process, the relevant sector committees' review and the VQA's Board of Directors' approval processes are set in the Regulation on Vocational Qualification, Testing and Certification.

National qualification is defined by:

a) Name and level of the qualification,

b) Aim of the qualification,

c) Occupational standard, occupational standard units or qualification units that provide the basis for the qualification,

d) Requirements for taking the qualifications test,

e) Learning outcomes and performance criteria per qualification unit,

f) Assessment and assessor's criteria to be implemented in the qualification process.

g) Validity period, renewal conditions, and holder surveillance conditions of the qualification certificate,

h) Sector Committee which confirms the qualification and institution which develops it.

National qualifications are built according to the relevant national occupational standards and/or to the relevant international occupational standards.

National Qualifications are set in cooperation with the bodies below:

- Formal and non-formal education and training institutions,
- Authorized certification bodies,
- Institutions having previously applied for authorization to the authority,
- Institutions having drawn up national occupational standard,
- Professional organizations

12UY0108-5 IT SALES REPRESENTATIVE NATIONAL QUALIFICATIONS

1	**NAME OF THE QUALIFICATION**	IT Sales Representative
2	**REFERENCE CODE**	12UY0108-5
3	**LEVEL**	5
4	**INTERNATIONAL CLASSIFICATION CODE**	ISCO 08: 2434
5	**TYPE**	-
6	**CREDIT VALUE**	-
7	**A) DATE OF PUBLICATION**	26/12/2012
	B) REVISION NO **C) REVISION DATE**	00 -
8	**AIM**	This qualification is drafted to determine, assess and certify the knowledge, skills and competences that IT Sales Representatives at Level 5 should possess.

9 OCCUPATIONAL STANDARD (S) FORMING THE BASIS FOR THE QUALIFICATION

IT Sales Representative (Level 5) National Occupational Standard 12UMS0254-5

10 REQUIREMENT(S) FOR TAKING THE QUALIFICATION TEST

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11 STRUCTURE OF THE QUALIFICATION

11-a) Mandatory Units

12UY0108-5/A1 Occupational Health and Safety, Quality, Work Organization, Environmental Protection and Career Development 12UY0108-5/A2 Fundamentals of Information Technologies and Sales Technics 12UY0108-5/A3 Sales of IT Product and Services.

11-b) Elective Units

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11-c) Alternatives for Grouping the Units and Additional Learning Outcomes

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12 ASSESSMENT

In order to obtain the qualification certificate, candidate must succeed at each of the necessary qualification items at Group A. Assessment of achievement is performed according to the criteria mentioned in the assessment part of each item. The examinations can be made consecutively or independently. Examination questions should be prepared in a way that will assess all foreseen learning outcomes. Candidate must succeed at each of the required examinations for obtaining the Certificate within a period of one year. In case the period exceeds one year, the participant will have to retake the other exams at which he/she succeeded, as well.

13	**VALIDITY OF CERTIFICATE**	Validity of the qualification certification is 4 years after the date of issue.
14	**FREQUENCY OF SUPERVISION**	At least one time during the validity of the certificate a vocational competency achievement report is required. Those who work independently are required to submit a statement of service.
15	**ASSESSMENT METHODS TO BE FOLLOWED IN RENEWAL OF EXPIRED CERTIFICATES**	For the renewal of expired certificate, a test, having the same scope with the initial certification and containing mostly questions related to state-of-the-art technological developments, is applied.
16	**QUALIFICATION DEVELOPMENT INSTITUTION (S)**	TUBIDER IT Sector Association
17	**SECTOR COMMITTEE TO VERIFY QUALIFICATION**	VQA's Information Technologies Sector Committee
18	**APPROVAL DATE AND NUMBER OF VQA's BOARD OF DIRECTORS**	26/12/2012 - 2012/98

12UY0108-5/A1 OCCUPATIONAL HEALTH AND SAFETY, QUALITY, WORK ORGANIZATION, ENVIRONMENTAL PROTECTION AND CAREER DEVELOPMENT QUALIFICATION UNIT

1	**NAME OF THE QUALIFICATION UNIT**	Occupational Health and Safety, Quality, Work Organization, Environmental Protection and Career Development
2	**REFERENCE CODE**	12UY0108-5/A1
3	**LEVEL**	5
4	**CREDIT VALUE**	-
5	**A) DATE OF PUBLICATION**	26/12/2012
	B) REVISION NO	00
	C) REVISION DATE	-
6	**OCCUPATIONAL STANDARD FORMING THE BASIS FOR THE QUALIFICATION UNIT**	
IT Sales Representative (Level 5) National Occupational Standard 12UMS0254-5		
7	**LEARNING OUTCOMES**	

Learning Outcome 1: Describes OHS measures.
Performance Criteria:

1.1. Describes the measures to be taken against risks and hazardous situations.
1.2. Describes the OHS measures to be followed by the workers.
1.3. Describes the OHS measures to be followed relating to the area of work.
1.4. Describes the measures to be applied in emergency cases.

Learning Outcome 2: Describes the environmental protection measures.
Performance Criteria:

2.1. Describes the environmental risks related with the processes.
2.2. Describes how to apply the environmental protection measures.
2.3. Describes how to efficiently utilize the resources of the enterprise.

Learning Outcome 3: Describes the quality practices.
Performance Criteria:

3.1. Describes how to implement the quality checks and the standard conformity tests on the works performed.
3.2. Lists the things to do in order to improve the processes as well as to prevent the re-occurence of the faults and mistakes.

Learning Outcome 4: Describes how to carry out the work organization.
Performance Criteria:

4.1. Describes how to evaluate the work orders.
4.2. Lists the things to consider when planning the work.
4.3. Describes the things to consider when guiding the staff.
4.4. Describes how to arrange the working area in conformance with the nature of the work.
4.5. Describes how to carry out briefing and reporting to top management.

Learning Outcome 5: Describes the activities to carry out for career development.
Performance Criteria:

5.1. Describes how to carry out the planning and organization for the training.
5.2. Describes the things to be done for personal career development.
5.3. Describes how to share his/her knowledge and experience with

8	ASSESSMENT

8 a) Theoretical Examination

T1: Multiple-choice tests are used for the assessment. The examination can include multiple-choice questions with a single answer, multiple-choice questions with multiple answers and true-false questions. The examination can be performed in writing as well as with a computerized medium using CBT/IBT system. If the IBT system is used; questions in the form of true-false list, matching and ordering can also be used. The participant must be directed a minimum of 20 questions with equal points and the participant must answer correctly at least 70% of the questions. The questions must cover the learning outcomes and the table presented in ANNEX-2. Average time per question must be foreseen as 1-1.5 minutes.

8 b) Performance Based Examination

No performance test is foreseen.

8 c) Other Conditions Concerning Assessment

The candidate must succeed at both examinations. If one fails in either of the examinations, s/he can retake the examination within 1 year from the part s/he failed at.

9	**QUALIFICATION DEVELOPMENT INSTITUTION (S)**	TUBIDER IT Sector Association
10	**SECTOR COMMITTEE TO VERIFY QUALIFICATION**	VQA's Information Technologies Sector Committee
11	**APPROVAL DATE AND NUMBER OF VQA's BOARD OF DIRECTORS**	26/12/2012 - 2012/98

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ANNEXES

ANNEX 12UY0108-5/A1-1: Information on Recommended Training for the Qualification Unit
For this unit, it is recommended to complete a training program that includes the following content:

Content of Training:

Occupational Health and Safety
Basic Occupational Health and Safety Legislation
Basic Employment Legislation
Basic Environment Legislation
Environmental Protection Measures
Appropriate Safety and Environmental Procedures
Preparation of the Working Space
Arrangement of the Working Space
Business Planning
Management of Team Work / Task Distribution Ensuring the Efficiency of the Business Resources Quality Management System Registration, Reporting and Archiving Activities Coordination with Other Professional Elements

ANNEX 12UY0108-5/A1-2: Table of Performance Criteria Assessed with the Assessment Tools Specified in the Manual Cutting Procedures Qualification Unit

a) KNOWLEDGE

No	Description of Knowledge	NOS Related Departmen	Qualification Unit Performance	Evaluation Mean
BG.1	Describes the actions s/he will do to reduce the risk factors (to contribute to the works, to notify the POC for defaults not included in the instructions).	A.1.1 A.1.2 A.1.3	1.1	T1
BG.2	Lists the first aid and emergency response instruments.	A.2.1	1.2	T1
BG.3	Describes the deskwork rules (screen height and distance, resolution setting).	A.2.2 A.2.3	1.2	T1
BG.4	Describes the deskwork rules (correct sitting posture at the computer, continuous sitting time and break intervals).	A.2.4 A.2.5	1.2	T1
BG.5	Describes how to inspect, planned and unplanned, the loyalty of the employees to the environmental protection measures in accordance with the related instructions.	A.2.6	1.2	T1
BG.6	Describes the things to do in the case of workers insist in their behaviors that contradict the OHS rules (warning, reporting to the superior).	A.2.7 A.2.8	1.2	T1
BG.7	Describes how to locate the OHS tools and equipment at the related workplace in accordance with the instructions.	A.3.1	1.3	T1

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BG.8	Describes OHS measures and tasks (such as cooling-freezing, illumination etc.) to be considered in the area of work.	A.3.2	1.3	T1
BG.9	Describes how to behave in obedience to the health and safety signs and sign-boards in the area of work.	A.3.3	1.3	T1
BG.10	Describes how to respect the specific safe working hours determined in the instructions.	A.3.4	1.3	T1
BG.11	Describes how to use the office tools and equipment in accordance with the safety instructions.	A.3.5	1.3	T1
BG.12	Describes the emergency measures to be applied in case of emergency cases (participation to the emergency case team exercises, performance of given tasks, notification to the related unit in case of emergency).	A.4.1 A.4.2 A.4.3	1.4	T1
BG.13	Describes the emergency case rules and methods specific to the operation applied.	A.4.4	1.4	T1
BG.14	Describes exit or escape rules and methods in the case of emergency.	A.4.5	1.4	T1
BG.15	Describes how to contribute to the evaluation of the environmental effects regarding the workspaces where the operations will be performed and the tasks to be carried out and to the determination of potential risks.	B.1.1	2.1	T1
BG.16	Describes the way to follow about the potential dangers notified and determined, but not included in the instructions regarding the work spaces where the operations will be performed and the tasks to be carried out.	B.1.2	2.1	T1
BG.17	Describes how to contribute to the activities related to the elimination of the environmental danger sources and risk factors specified.	B.1.3	2.1	T1
BG.18	Describes how to take measures according to his/her identification of the potential environmental effects and risks that could arise during the performance of work, in	B.2.1	2.2	T1
BG.19	Describes how to apply the emergency measures regarding the removal of hazardous outputs that might arise despite the measures taken, in accordance with the operation rules and technical methods.	B.2.2	2.2	T1
BG.20	Describes how to ensure the disposal of the wastes that are produced during the work processes in accordance with the operation rules.	B.2.3	2.2	T1
BG.21	Describes how to take the safe and healthy working measures against the functions of the used tools, instruments and equipment that might create negative effects for the environment.	B.2.4	2.2	T1
BG.22	Describes how to inspect, with and without a plan, the respect of the employees to the environmental protection measures in accordance with the related instructions.	B.2.5	2.2	T1
BG.23	Describes the economic and efficient use methods of the operation resources (energy, consumables, time, equipment, tools, etc.) during the work processes.	B.3.1 B.3.2 B.3.3	2.3	T1
BG.24	Describes how to inspect, with and without a plan, the respect of the employees to the efficient use of operation resources in accordance with the related instructions.	B.3.4	2.3	T1
BG.25	Describes how to implement the quality assurance rules and methods of the operation in accordance with the instructions specified in the task forms.	C.1.1	3.1	T1

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BG.26	Describes how to ensure the proper operation of the tools and devices used in the work processes in accordance with the conditions specified in the quality assurance rules and	C.1.2	3.1	T1
BG.27	Describes how to check the conformity of the tasks undertaken by him/her with the standards.	C.1.3	3.1	T1
BG.28	Describes how to fill out the forms about the quality management system related to the work.	C.1.4	3.1	T1
BG.29	Describes the method to follow for the errors and defects determined during the performance of work.	C.2.1	3.2	T1
BG.30	Describes how to contribute to the activities regarding the examination and evaluation activities regarding the determination of the reasons for problems.	C.2.2	3.2	T1
BG.31	Describes the method to follow for evaluating the observations made by himself/herself and the teams under his/her supervision regarding the improvement of work processes and the removal of the errors as well as his/her	C.2.3	3.2	T1
BG.32	Describes how to implement or ensure the implementation of the methods and rules of the operation about troubleshooting.	C.2.4	3.2	T1
BG.33	Describes the method to follow about the errors and defects that are not under his/her authority or that cannot be	C.2.5	3.2	T1
BG.34	Describes the process of receiving work orders (reception of the order, data collection about the task within the scope of the order, evaluation of the work orders with the related superior when necessary, addition of the orders to the work	D.1.1 D.1.2 D.1.3 D.1.4	4.1	T1
BG.35	Describes how to determine the estimated task periods by classifying and ordering the activities to be carried out according to the work orders taken and collected	D.2.1	4.2	T1
BG.36	Describes how to decide at the proper location (the space where the equipment are located or special workplace) of the computer equipment subject to the work order in accordance with their characteristics and atmosphere conditions.	D.2.2	4.2	T1
BG.37	Describes how to set up the work plan in accordance with the operation format and according to the existing work force and time capacity, on the basis of the ordering made and estimated task periods that he/she determined.	D.2.3	4.2	T1
BG.38	Describes when to revise the work plan (if necessary, according to the change of conditions and the guidance of the superior).	D.2.4	4.2	T1
BG.39	Describes the points to pay attention while making the work distribution among the teams/personnel according to the approved work plan.	D.3.1	4.3	T1
BG.40	Describes how to inspect the tasks performed.	D.3.2	4.3	T1
BG.41	Describes the points to pay attention while supervising the work processes as necessary according to the characteristics	D.3.3	4.3	T1
BG.42	Describes how to remove or ensure the removal of the materials in the work place that are not related to his/her duty.	D.4.1	4.4	T1
BG.43	Describes how to contribute to the standardization of the work place and the improvement of its negative	D.4.2	4.4	T1
BG.44	Describes how to cut off the power of the electrical tools, instruments, and devices that are not used at the work place.	D.4.3	4.4	T1
BG.45	Describes how to communicate with the other professionals for tasks that are out of the scope of his/her responsibility.	D.4.4	4.4	T1

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BG.46	Describes how to prepare the reports about the outputs of the tasks undertaken.	D.5.1	4.5	T1
BG.47	Describes the way to follow about the tasks that could not have been realized (reporting to the superior along with the evaluation of the reasons).	D.5.2	4.5	T1
BG.48	Describes the way to follow about the realized tasks (informing the requesting unit in writing and/or orally).	D.5.3	4.5	T1
BG.49	Describes how to notify (in writing and/or orally) the superiors about the faults in accordance with the work place rules and methods.	D.5.4	4.5	T1
BG.50	Describes the points to pay attention while identifying the subject and content of the training needs of himself/herself and the personnel under his/her supervision within the frame of daily experiences and observations.	J.1.1	5.1	T1
BG.51	Lists the aspects to pay attention while evaluating the periodic and one-off trainings in terms of time planning.	J.1.2	5.1	T1
BG.52	Describes how to enable the participation of the employees to the training programs organized in line with the needs identified.	J. 1.3	5.1	T1
BG.53	Describes the points to pay attention while following the up-to-date technological developments such as tools-instruments, equipment, new method, new system in the profession and sector through resources such as periodicals,	J.2.1	5.2	T1
BG.54	Describes how to participate to the training programs organized in line with the needs that he/she has identified.	J.2.2	5.2	T1
BG.55	Describes the points to pay attention while sharing his/her information and experiences with coworkers.	J.3.1	5.3	T1
BG.56	Describes the points to pay attention while applying the limited information sharing and trainings related to the profession.	J.3.2	5.3	T1

b) SKILLS AND COMPETENCES

No	Skill and Competence Description	NOS Related Department	Qualification Unit Performance Criterion	Evaluation Mean
-	-	-	-	-

12UY0108-5/A2 FUNDAMENTALS OF INFORMATION TECHNOLOGIES AND SALES TECHNIQUES QUALIFICATION UNIT

1	**NAME OF THE QUALIFICATION UNIT**	Fundamentals of Information Technologies and Sales Techniques
2	**REFERENCE CODE**	12UY0108-5/A2
3	**LEVEL**	5
4	**CREDIT VALUE**	-
5	**A) DATE OF PUBLICATION**	26/12/2012
	B) REVISION NO	00
	C) REVISION DATE	-
6	**OCCUPATIONAL STANDARD FORMING THE BASIS FOR THE QUALIFICATION UNIT**	
IT Sales Representative (Level 5) National Occupational Standard 12UMS0254-5		
7	**LEARNING OUTCOMES**	

Learning Outcome1: Describes the basic sales techniques.
Performance Criteria:

1.1. Lists the stages of sales process.
1.2. Lists the means of communication with the client.
1.3. Lists the things to be considered during the sales meetings.
1.4. Lists the market research activities.

Learning Outcome 2: Describes the basic use of computers.
Performance Criteria:

2.1. Describes the basic use of commonly used operating systems.
2.2. Describes the basic use of word processing software products.
2.3. Describes the basic use of calculation chart software products.
2.4. Describes the basic use of presentation software products.
2.5. Describes the basic use of web browser software products.
2.6. Describes the basic use and types of emails and instant messaging software solutions.
2.7. Describes the basics of Internet use.
2.8. Lists the things to consider about using licensed software products.
2.9. Describes the basic properties of the e-commerce software products.
2.10. Describes how to share data via cloud and Internet.
2.11. Describes the basic back-up activities.

Learning Outcome 3: Describes the basics of computer and network.
Performance Criteria:

3.1. Describes the classification relating to computer types.
3.2. Describes the internal PC components and their basic functions.
3.3. Describes the types of computer storage units and their basic properties.
3.4. Describes the types of computer peripheral units and their basic functions.
3.5. Describes the differences of peripheral units open for shared use.
3.6. Describes the basic network concepts.
3.7. Describes the input-output connection units and their basic properties.

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Learning Outcome 4: Describes the basic accounting processes.

Performance Criteria:

4.1. Describes how the invoice/delivery note processes work.
4.2. Describes how to manage the monitoring of incoming and outgoing stock.
4.3. Describes how to handle the monitoring of client accounts.
4.4. Describes how to follow up with the client's checks/bills.

Learning Outcome 5: Describes the management of client relations.

Performance Criteria:

5.1. Lists the client relations management solutions offered in sales.
5.2. Lists the client relations management solutions offered in marketing.
5.3. Lists the client relations management solutions offered in after sales services field.

8	ASSESSMENT

8 a) Theoretical Examination

T1: Multiple-choice tests are used for assessment. The examination can include multiple-choice questions with a single answer, multiple-choice questions with multiple answers and true-false questions. The examination can be performed in writing as well as with a computerized medium using CBT/IBT system. If the IBT system is used; questions in the form true-false list, matching and ordering can also be used. The participant must be directed a minimum of 25 questions with equal points and the participant must answer correctly at least 70% of the questions. The questions must cover the learni outcomes and the table presented in ANNEX-2. Average time per question must be foreseen as 1-1.5 minutes

8 b) Performance Based Examination

No performance test is foreseen.

8 c) Other Conditions Related To Assessment

The candidate must succeed at both examinations. If a candidate fails in either of the examinations, s/he can retake the examination within 1 year from the part s/he failed at.

9	QUALIFICATION DEVELOPMENT INSTITUTION(S)	TUBIDER IT Sector Association
10	SECTOR COMMITTEE TO VERIFY QUALIFICATION	VQA's Information Technologies Sector Commit
11	APPROVAL DATE AND NUMBER OF VQA's BOARD OF DIRECTORS	26/12/2012 - 2012/98

ANNEXES

ANNEX 12UY0108-5/A2-1: Information about the Recommended Training for the Qualification Unit
For this unit, it is recommended to complete a training program that includes the following content.

Content of Training:

Basic Sales Techniques
Computer Literacy
Client Relations
Communication Techniques
Basic Computer Use
Basic Network Concepts
Cloud Computing
Virtualization Technologies e-Commerce Software
PC Internal Components (Mainboard, Processor, RAM)
External PC Components (Peripheral Units)
Input Output Units and Extension Ports
Portable Computers
Shared Use Peripheral Units
Bookkeeping Processes
Use of Office Programs
Client Relations Management

ANNEX 12UY0108-5/A2-2: Table of Performance Criteria Assessed with the Assessment Tools Specified in the Manual Cutting Procedures Qualification Unit

a) KNOWLEDGE

No	Description of Knowledge	NOS Related Dept	Qualification Unit Performance	Evaluation Mean
BG.1	Lists the stages of sales process (identifying candidate clients, presenting the sales, responding the questions, finalizing the sales), using the sales techniques.	3.3.21	1.1	T1
BG.2	Lists the channels through which he/she can contact the client (Internet, face-t-face, phone, etc.), using the sales techniques.	3.3.21	1.2	T1
BG.3	Lists the things to be considered during the sales meetings, using the sales techniques.	3.3.21	1.3	T1
BG.4	Lists the tasks to be performed as market research activities, using the sales techniques.	3.3.21	1.4	T1
BG.5	Describes the basic use of commonly used operating systems with his/her knowledge of using the office software.	3.3.17	2.1	T1
BG.6	Describes the basic use of word processing software products with his/her knowledge of using the office software.	3.3.17	2.2	T1
BG.7	Describes the basic use of calculation chart software products with his/her knowledge of using the office software.	3.3.17	2.3	T1
BG.8	Describes the basic use of presentation software products with his/her knowledge of using the office software.	3.3.17	2.4	T1

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BG.9	Describes the basic use of web browser software products with his/her knowledge of using Internet.	3.3.9	2.5	T1
BG.10	Describes the basic use and types of email and instant messaging software solutions with his/her knowledge of using the office software.	3.3.17	2.6	T1
BG.11	Describes the fundamentals of Internet using his/her knowledge of using Internet.	3.3.9	2.7	T1
BG.12	Lists the things to consider about using licensed software products with his/her knowledge of using the office software.	3.3.17	2.8	T1
BG.13	Describes the basic properties of the e-commerce software products using his/her knowledge of using Internet.	3.3.9	2.9	T1
BG.14	Describes how to share data via cloud and internet using his/her knowledge of using Internet.	3.3.9	2.10	T1
BG.15	Describes the virtualization technology using his/her knowledge of computer hardware and peripheral devices.	3.3.4	2.10	T1
BG.16	Describes the basic backup tasks with his/her knowledge of using the office software.	3.3.17	2.11	T1
BG.17	Describes the classifications of computer types using his/her knowledge of computer hardware and peripheral	3.3.4	3.1	T1
BG.18	Lists the internal components of the computer (motherboard, processor, fan, display card, memory unit, DVD or hard disk, etc.) using his/her knowledge of computer hardware and peripheral devices.	3.3.4	3.2	T1
BG.19	Describes the main functions of the internal components of the computer using his/her knowledge of computer	3.3.4	3.2	T1
BG.20	Lists the types of computer storage units (internal and external hard disks, optical drivers, flash disks, etc.) using his/her knowledge of computer hardware and peripheral devices.	3.3.4	3.3	T1
BG.21	Describes the main characteristics of computer storage units according to their types, using his/her knowledge of computer hardware and peripheral devices.	3.3.4	3.3	T1
BG.22	Lists the types of computer peripheral devices (monitor, printer, keyboard, scanner, mouse, speakers, microphone, camera, etc.) using his/her knowledge of computer hardware and peripheral devices.	3.3.4	3.4	T1
BG.23	Describes the main functions of computer peripheral devices according to their types, using his/her knowledge of computer hardware and peripheral devices.	3.3.4	3.4	T1
BG.24	Lists the prominent differences between the peripheral devices in common use using his/her knowledge of computer hardware and peripheral devices.	3.3.4	3.5	T1
BG.25	Lists the types of basic network connection hardware products using his/her knowledge of computer hardware	3.3.4	3.6	T1
BG.26	Describes the Internet access methods using his/her knowledge of computer hardware and peripheral devices.	3.3.4	3.6	T1
BG.27	Describes the main characteristics of Internet access devices using his/her knowledge of computer hardware and	3.3.4	3.6	T1
BG.28	Describes the main principles of network and communication security using his/her knowledge of	3.3.4	3.6	T1
BG.29	Lists the classifications of network cables using his/her knowledge of computer hardware and peripheral devices.	3.3.4	3.6	T1
BG.30	Describes the main characteristics of parallel and serial input-output technologies using his/her knowledge of computer hardware and peripheral devices.	3.3.4	3.7	T1

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BG.31	Describes the main characteristics of USB communication technology using his/her knowledge of computer hardware	3.3.4	3.7	T1
BG.32	Describes the main characteristics of IEEE 1394 communication technology using his/her knowledge of computer hardware and peripheral devices.	3.3.4	3.7	T1
BG.33	Describes how the invoice/delivery note processes work using his/her knowledge of bookkeeping	3.3.19	4.1	T1
BG.34	Describes how to manage the monitoring of incoming and outgoing stock using his/her knowledge of bookkeeping.	3.3.19	4.2	T1
BG.35	Describes how to handle the monitoring of client accounts (current) using his/her knowledge of bookkeeping.	3.3.19	4.3	T1
BG.36	Describes how to follow up the client's checks/bills using his/her knowledge of bookkeeping.	3.3.19	4.4	T1
BG.37	Lists the management solutions for client relations offered in the field of sales (vendor/sales point automation, sales power automation, online sale, call center) using his/her knowledge of client relations.	3.3.16	5.1	T1
BG.38	Describes the management solutions for client relations offered in the field of marketing (client data management, analytical CRM, campaign management, client loyalty) using his/her knowledge of client relations.	3.3.16	5.2	T1
BG.39	Describes the management solutions for client relations offered in the field of after sales services (help desk, call and complaint management, site services automation and mobile solutions, analysis of after sale services) using his/her knowledge of client relations.	3.3.16	5.3	T1

b) SKILLS AND COMPETENCES

No	Skill and Competence Description	NOS Related Department	Qualification Unit Performance	Evaluation Mean
-	-	-	-	-

12UY0108-5/A3 SALES OF IT PRODUCTS AND SERVICES QUALIFICATION UNIT

1	**NAME OF THE QUALIFICATION UNIT**	Sales of IT Products and Services
2	**REFERENCE CODE**	12UY0108-5/A3
3	**LEVEL**	5
4	**CREDIT VALUE**	-
5	**A) DATE OF PUBLICATION**	26/12/2012
	B) REVISION NO	00
	C) REVISION DATE	-
6	**OCCUPATIONAL STANDARD FORMING THE BASIS FOR THE QUALIFICATION UNIT**	
IT Sales Representative (Level 5) National Occupational Standard 12UMS0254-5		
7	**LEARNING OUTCOMES**	

Learning Outcome 1: Describes how to organize the pre-sale preparation activities.
Performance Criteria:

1.1. Describes the sale preparation tasks of IT products and services in accordance with the operation rules and methods.
1.2. Describes how to conduct the simple market research about the IT products and services.
1.3. Describes how to determine the IT product and service sale capacity of the operation.
1.4. Describes how to contribute to the procurement process of IT products.

Learning Outcome 2: Describes how to make the promotion of IT products and services.
Performance Criteria:

2.1. Describes the points to consider while giving information to the clients about the IT products and services.
2.2. Lists the communication means that are used in the promotion of IT products and services.
2.3. Describes how to perform the site activities regarding the promotion of IT products and services.
2.4. Describes how to contribute to the promotion of the IT products and services via Internet.

Learning Outcome 3: Describes how the institutional sale of IT products and services is performed.
Performance Criteria:

3.1. Describes how to create a sale price in accordance with the operation rules and methods.
3.2. Describes the points to pay attention while developing methods of sending the sale price to the client.
3.3. Describes what kind of activities to do for increasing the sale performance of the vendor channel.
3.4. Describes the aspects to pay attention while following up the client orders.
3.5. Describes how to perform the delivery follow-ups of the products sold.
3.6. Describes how to perform the application follow-ups of the services sold.

Learning Outcome 4: Promotes the IT products and services.
Performance Criteria:

4.1. Makes the preliminary preparation for the promotion of the IT products and services.
4.2. Prepares a presentation for the promotion of the IT products and services.
4.3. Promotes the IT products and services in accordance with the operation rules and methods.

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Learning Outcome 5: Describes how the individual user sale of IT products and services is performed.

Performance Criteria:

5.1. Describes how to ensure the reception of purchase orders through communication tools or via Internet.
5.2. Describes the task of receiving order within the operation.
5.3. Describes how to check whether the products sold have been delivered to the client.
5.4. Describes how to ensure the data security and confidentiality of the operation and client.

Learning Outcome 6: Describes how to perform the after sale tasks of the IT products and services.

Performance Criteria:

6.1. Describes the points to pay attention while preparing the sale reports.
6.2. Describes how to ensure the elimination of potential after sale problems.
6.3. Describes the things to consider while evaluating the feedback of the clients.
6.4. Describes the things to consider while evaluating the sale performance of the vendors.
6.5. Describes how to find a solution to the feedback of the clients.

8	ASSESSMENT

8 a) Theoretical Examination

T1: Text examinations are used for assessment. The examination can include multiple-choice questions with a single answer, multiple-choice questions with multiple answers and true-false questions. The examination can be performed in writing as well as with a computerized medium using CBT/IBT system. If the IBT system is used; questions in the form of true-false list, matching and ordering can also be used. The participant must be directed a minimum of 50 questions with equal points and the participant must answer correctly at least 70% of the questions. The questions must cover the learning outcomes and the table presented in ANNEX-2. Average time per question must be foreseen as 1-1.5 minutes

8 b) Performance Test

P1 - Practice of IT Products or Services Promotion: The candidate is expected to prepare a presentation for the promotion of pre-determined IT products or services in a presentation program of his/her choice, using the materials provided and to realize the sale interview with the client within a scenario. A person with a role-playing skill and a sale experience in the IT field addresses the client questions in the scenario to the candidate and conducts the sale interview. The interview is monitored by a minimum of two assessors and evaluated according to the criteria in the checklist. The performance time is determined according to the number of the characteristics of IT products or services. The candidate must show the necessary performance in all the items listed in the checklist in order to be judged successful.

8 c) Other Conditions Related To Assessment

The candidate must succeed at both examinations. If a candidate fails in either of the examinations, s/he can retake the examination within 1 year from the part s/he failed at.

9	QUALIFICATION DEVELOPMENT INSTITUTION(S)	TUBIDER IT Sector Association
10	SECTOR COMMITTEE TO VERIFY QUALIFICATION	VQA's Information Technologies Sector Committee
11	APPROVAL DATE AND NUMBER OF VQA's BOARD OF DIRECTORS	26/12/2012 - 2012/98

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ANNEXES

ANNEX 12UY0108-5/A3-1: Information about the Recommended Training for the Qualification Unit
For this unit, it is recommended to complete a training program that includes the following content.

Content of Training:
Pre-Sale Preparation Activities
Product and Service Promotion
Institutional Sales Techniques
Creation of Price Offer
Individual Sales Techniques
After Sale Services client
Visit Techniques
Preparation of Sales Report

ANNEX 12UY0108-5/A3-2: Table of Performance Criteria Assessed with the Assessment Tools Specified in the Manual Cutting Procedures Qualification Unit

a) KNOWLEDGE

No	Description of Knowledge	NOS Related Dept.	Qualification Unit Performance Criterion	Evaluation Mean
BG.1	Describes how to identify the technical characteristics of the IT products and services to be sold, during the sales.	E.1.1	1.1	T1
BG.2	Describes how to identify the compatibility of the computer components to be sold with each other.	E.1.2	1.1	T1
BG.3	Describes how to research the test, examination, and comparison analyses about the IT products.	E.1.3	1.1	T1
BG.4	Describes how to follow up the technological developments about the IT products and services.	E.1.4	1.1	T1
BG.5	Describes how to monitor the guarantee and other legal conformity documents as well as the related procedures about the products and services.	E.1.5	1.1	T1
BG.6	Describes how to collect information about the supply and demand movements in the market.	E.2.1	1.2	T1
BG.7	Describes how to follow up the public and private sector tenders to be invited about the IT products and services.	E.2.2	1.2	T1
BG.8	Describes how to collect information about the equivalents and prices of the IT products and services in the market.	E.2.3	1.2	T1
BG.9	Describes the things to consider while finding out the sale prices in the market and notifying them to the unit responsible.	E.2.4	1.2	T1
BG.10	Describes how to identify potential product requirements by checking the stock information of the vendors, in accordance with the operation rules and methods.	E.2.5	1.2	T1
BG.11	Describes the things to consider while identifying potential vendors by using trade guides and other sector resources.	E.2.6	1.2	T1
BG.12	Describes how to control the past sales reports about the products and services that have been prepared on a weekly, monthly, periodical or annual basis.	E.3.1	1.3	T1

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BG.13	Specifies the service offer capacity of the operation according to the material, labor force, and planned service	E.3.2	1.3	T1
BG.14	Performs stock analysis in accordance with the operation rules and methods and specified criteria.	E.3.3	1.3	T1
BG.15	Creates the sales list that includes the stock, capacity, and price limitations about the products and services.	E.3.4	1.3	T1
BG.16	Describes how to perform the sales analyses on the client basis.	E.3.5	1.3	T1
BG.17	Describes how to perform the sales analyses on the product and service basis.	E.4.1	1.4	T1
BG.18	Lists the things to consider while determining the time of ordering the products that have been requested to be procured by his/her team, from the suppliers.	E.4.2	1.4	T1
BG.19	Describes how to control the orders given by the procurement responsible to the suppliers.	E.4.3	1.4	T1
BG.20	Describes how to follow up the freight and delivery processes of the products that are procured.	E.4.4	1.4	T1
BG.21	Describes how to inform the clients about the products and services sold.	F.1.1	2.1	T1
BG.22	Lists the things to consider while explaining the special conditions about the procurement of products and services.	F.1.2	2.1	T1
BG.23	Describes how to guide the clients for the appropriate technological product and service by trying to identify the expectations of clients.	F.1.3	2.1	T1
BG.24	Lists the things to consider while explaining the important pros and cons of the products and services that would affect the decision of the client in a proper manner.	F.1.4	2.1	T1
BG.25	Describes how to share the innovations about the technological developments with the clients.	F.1.5	2.1	T1
BG.26	Describes how to identify the channels through which he/she can contact the potential clients in order to create sales opportunities.	F.2.1	2.2	T1
BG.27	Describes the things to consider while contacting the existing vendors on a regular basis through phone, instant messaging software or e-mail.	F.2.2	2.2	T1
BG.28	Describes how to share the up-to-date information about the products and services with the clients through e-mail	F.2.3	2.2	T1
BG.29	Describes how to send the product samples to the vendors for trial or display purposes when necessary and in accordance with the operation policy.	F.2.4	2.2	T1
BG.30	Describes how to organize the sales meetings with potential clients in order to create sales opportunities.	F.3.1	2.3	T1
BG.31	Describes how to make the promotion of important products using their samples, in order to increase the sales	F.3.2	2.3	T1
BG.32	Describes the things to consider while paying regular visits to the existing vendors.	F.3.3	2.3	T1
BG.33	Describes how to create social communication opportunities with the vendor authorities.	F.3.4	2.3	T1
BG.34	Describes how to guide the vendors about the effective use of visuals for sales.	F.3.5	2.3	T1
BG.35	Describes the things to consider while determining his/her suggestions about the addition of product and service promotions to the operation website and their update.	F.4.1	2.4	T1
BG.36	Describes how to test the accuracy of the product promotions by comparing	F.4.2	2.4	T1

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	the product information in the producer website with the product information in the operation website.			
BG.37	Describes how to conduct the promotion activities about the IT products that are sold via hardware examination websites.	F.4.3	2.4	T1
BG.38	Describes how to use the product examinations, promotions, and comments in the hardware examination websites as a marketing tool.	F.4.4	2.4	T1
BG.39	Describes how to identify the channels through which price and stock information could be provided to the clients, in accordance with the operation rules and methods.	G.1.1	3.1	T1
BG.40	Describes how to share the price and stock information with the clients via phone, e-mail, instant messaging or e-commerce software solutions.	G.1.2	3.1	T1
BG.41	Describes how to prepare the letters of proposal when necessary, in accordance with the operation rules and	G.1.3	3.1	T1
BG.42	Describes how to determine the channels through which price and stock information could be provided to the clients, in accordance with the operation rules and methods.	G.2.1	3.2	T1
BG.43	Describes how to ensure sharing the price and stock information with the clients via phone, e-mail, instant messaging or e-commerce software solutions.	G.2.2	3.2	T1
BG.44	Describes the things to consider while preparing or ensuring the preparation of the letters of proposal when necessary, in accordance with the operation rules and	G.2.3	3.2	T1
BG.45	Describes how to prepare the proforma invoice when necessary, in accordance with the operation rules and	G.2.4	3.2	T1
BG.46	Describes how to help the vendors to identify sales advantages that correspond to the regional or potential client characteristics.	G.3.1	3.3	T1
BG.47	Describes how to identify the financial sales supports and discounts that can be offered in accordance with the operation rules and methods.	G.3.2	3.3	T1
BG.48	Describes how to warn the vendors on time against the potential financial and technical risks they might encounter in the procurement.	G.3.3	3.3	T1
BG.49	Describes how to identify the channels through which he/she can accept orders from the clients, in accordance with the operation rules and methods.	G.4.1	3.4	T1
BG.50	Describes how the clients will access to the purchase orders via phone, e-mail, instant messaging or e-commerce software solutions.	G.4.2	3.4	T1
BG.51	Describes how to evaluate the requests of clients, considering the stock, capacity and the commercial risks of the client.	G.4.3	3.4	T1
BG.52	Describes the things to consider while evaluating the order forms that are registered to the sales / commercial management software.	G.4.4	3.4	T1
BG.53	Describes how to approve the payment status of the client.	G.4.5	3.4	T1
BG.54	Describes how to collect the information from the related sales personnel regarding the delivery method of the products.	G.5.1	3.5	T1
BG.55	Describes how to control the documents such as invoice, delivery note, etc. that are issued at the output of the product to be delivered to the client.	G.5.2	3.5	T1

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BG.56	Describes how to ensure the delivery of the products sold in accordance with the operation rules and methods.	G.5.3	3.5	T1
BG.57	Describes how to guide the clients for the installation and configuration services of the products sold.	G.5.4	3.5	T1
BG.58	Describes the things to consider while planning by considering the work capacity of the operation teams on the time of the service to be given.	G.6.1	3.6	T1
BG.59	Describes how to inform the related teams about the time, place, and scope of the service to be given.	G.6.2	3.6	T1
BG.60	Describes how to ensure the transfer of the products, tools, and equipment necessary for rendering the services.	G.6.3	3.6	T1
BG.61	Describes how to evaluate the feedback received from the operation teams and clients following the services rendered to the clients.	G.6.4	3.6	T1
BG.62	Describes the things to consider while developing suggestions for the improvement of the service application, in line with the feedback received from the clients.	G.6.5	3.6	T1
BG.63	Describes how to identify the channels through orders can be accepted from the clients, in accordance with the operation rules and methods.	H.1.1	5.1	T1
BG.64	Describes how to ensure sharing the price and stock information with the clients via phone, e-mail, instant messaging or e-commerce software solutions.	H.1.2	5.1	T1
BG.65	Describes the things to consider while approving the order forms that are registered to the sales / commercial management software according to the stock and capacity	H.1.3	5.1	T1
BG.66	Describes how to be sure of the conformity of the client's main expectation with the product characteristics regarding the product or service that is decided to be purchased by the client.	H.2.1	5.2	T1
BG.67	Describes the things to consider while using the products.	H.2.2	5.2	T1
BG.68	Describes how to enter the order forms to the sales / commercial management software, considering the stock and capacity level.	H.2.3	5.2	T1
BG.69	Describes how to guide the clients about the payment and delivery procedures in accordance with the operation rules and methods.	H.2.4	5.2	T1
BG.70	Describes how to collect the information from the related sales personnel regarding the delivery method of the products.	H.3.1	5.3	T1
BG.71	Describes how to control the documents such as invoice, delivery note, etc. that are issued at the output of the product to be delivered to the client.	H.3.2	5.3	T1
BG.72	Describes how to ensure the delivery of the products sold in accordance with the operation rules and methods.	H.3.3	5.3	T1
BG.73	Describes how to ensure the guidance of the clients for the installation and configuration services of the products sold.	H.3.4	5.3	T1
BG.74	Describes how to act in accordance with the data security and confidentiality principles of the operation.	H.4.1	5.4	T1
BG.75	Describes how to apply the measures for the confidentiality of the information about the clients in accordance with the	H.4.2	5.4	T1

BG.76	Describes the things to consider while requesting the daily, monthly, periodical and annual reports about the sales made from the unit.	I.1.1	6.1	T1
BG.77	Describes how to evaluate the reports about the price differences arising from the special conditions in the sales procedures.	I.1.2	6.1	T1
BG.78	Describes how to evaluate the reports about the reasons of cancellation and return of the products.	I.1.3	6.1	T1
BG.79	Describes how to report the realization of sales objectives of the unit.	I.1.4	6.1	T1
BG.80	Describes how to identify the conditions when the sales objectives of the unit should be changed and report them.	I.1.5	6.1	T1
BG.81	Describes how to develop suggestions in accordance with the operation rules and methods in order to eliminate the potential losses that might arise from an incorrect and	I.2.1	6.2	T1
BG.82	Describes how to inform the unit manager and accounting team on time about the commercial risks of changed vendors.	I.2.2	6.2	T1
BG.83	Describes how to ensure the realization of necessary arrangements, by considering and observing the potential errors in the accounting records.	I.2.3	6.2	T1
BG.84	Describes the things to consider while developing suggestions in accordance with the operation rules and methods in order to eliminate the problems about the freight	I.2.4	6.2	T1
BG.85	Describes the things to consider while examining the reports about the acclaims and/or criticisms received from the clients regarding the products.	I.3.1	6.3	T1
BG.86	Describes the task of developing suggestions for the improvement of sales procedures according to the results he/she obtained from the client feedback.	I.3.2	6.3	T1
BG.87	Describes how to perform the evaluation of the vendors' sales performances in accordance with the operation rules and methods.	I.4.1	6.4	T1
BG.88	Describes how to develop suggestions in accordance with the operation rules and methods in order to remove the deficiencies in the sales performances of the vendors.	I.4.2	6.4	T1
BG.89	Describes how to inspect if the practices for the improvement of sales performances, which have been developed in accordance with the operation rules and methods, are applied by the vendors.	I.4.3	6.4	,T1
BG.90	Describes how to evaluate the fault, problem, and similar notifications received from the clients in accordance with the operation rules and methods.	I.5.1	6.5	,T1
BG.91	Describes the task of receiving the approval of the management while developing suggestions for the resolution of the problems by contacting the related units.	I.5.2	6.5	,T1
BG.92	Describes how to inspect the communication and information flow with the client in the resolution process.	I.5. 3	6.5	,T1
BG.93	Describes how to ensure the reception of necessary client approvals for the solution, within the frame of operation rules and legal regulations.	I.5.4	6.5	,T1
BG.94	Describes the things to consider while evaluating the reports about the client satisfaction after the solution.	I.5.5	6.5	,T1

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BG.95	Describes how to inform the unit responsible about his/her suggestions regarding the client satisfaction.	I.5.6	6.5	,T1

b) SKILLS AND COMPETENCES

No	Skill and Competence Description	NOS Related Department	Qualification Unit Performance Criterion	Evaluation Mean
BY.1	Identifies the technical characteristics of the IT products and services to be sold, during the sales.	E.1.1	4.1	P1
BY.2	Identifies the compatibility of the computer components to be sold with each other.	E.1.2	4.1	P1
BY.3	Prepares a presentation for the demonstration of	3.3.17	4.2	P1
BY.4	Guides the clients for the appropriate technological product and service by trying to identify the expectations	F.1.3	4.3	P1
BY.5	Helps the client to pick the most convenient product or service for himself.	3.3.8	4.3	P1
BY.6	Maintains an efficient communication with the client.	3.3.16	4.3	P1

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ANNEXES

ANNEX 1: Qualification Units

1. 12UY0108-5/A1 OHS, Quality, Work Organization, Environmental Protection and Career Development
2. 12UY0108-5/A2 Fundamentals of Information Technologies and Sales Techniques
3. 12UY0108-5/A3 Sales of IT Product and Services

ANNEX2: Terms, Symbols and Abbreviations

MAINTENANCE: Activities that cover the replacement of worn, end-of-life pieces or parts that should be periodically changed of the related machine, hardware, tool or system, realization of cleaning and similar tasks, and the configuration of the settings according to the technical instructions and user guides,

VENDOR CHANNEL: All of the companies that realize the procurement procedure between the manufacturer-producer or importer and the user,

CLOUD COMPUTING: A model of network computing that enables voluntary and proper network access to the shared pool of adjustable computing resources that can be received and delivered rapidly with low management effort or with service provider interaction,

CURRENT ACCOUNT: An account where the receivables and payables of the clients, vendors, banks, and similar accounts are followed up,

CBT: Computer Based Test

PERIPHERAL: An auxiliary hardware product such as an input - output unit or a communication unit that works in conjunction with a computer system.

ENVIRONMENTAL CONDITION REGULATOR: Special hardware that serve to regulate the characteristics of a location such as temperature, coolness, and moist,

INTERNAL COMPONENT: Any internal component within a computer case such as motherboard, processor, fan, display card, memory unit, DVD, or hard disk,

WAREHOUSE CHECKOUT LIST: List that needs to be submitted to the warehouse for the delivery of products sold to the clients,

HARDWARE: Electronic, electro mechanic and mechanic components of a network, computer or peripheral,

E-COMMERCE SOFTWARE: Software product that is used for online sales,

INVOICE: Commercial document issued by a seller to a buyer, relating to a sale transaction and indicating the agreed price for products or services the seller has provided the buyer,

GUARANTEE DOCUMENT: Document that is issued for the goods sold, produced and/or imported by the manufacturer-producers or importers and that shows the guarantee conditions as well as the liabilities of the seller and consumer,

EXTERNAL COMPONENT: Computer units that are out of the case and are used along with the computer, such as monitor, modem, printer, scanner, USB memory, external storage, web camera, microphone, earphones, keyboard, mouse, joystick, digital camera, etc.,

IBT: Internet Based Test,

PR: Public Resources Unit,

ISCO: International Standard Classification of Occupations,

DELIVERY NOTE: Official document that is required during the freight of the product sold,

OHS: Occupational Health and Safety.

USER'S GUIDE: Manual that is published by the producer in order to use all capabilities of a network hardware, computer system or peripheral device in a correct, sufficient, and safe manner,

MARKET RESEARCH: Determining the proper reachable sales amount, clients, products, and prices within a market,

RISK: Combination of the possibility of a dangerous situation to happen and its results.

SITE ACTIVITIES: Process of collecting information with the interviews, research, and other techniques on the site,

VIRTUALIZATION: Improving the efficiency of a physical resource by dividing it into more than one logical task,

SALES ANALYSIS: Detailed work on the strength and insufficiency of sales volume performance,

PURCHASE ORDERS: Product requests received from the clients,

ORDER FORM: Document that specifies the product information such as type, amount, and price according to the product requests received from the clients,

PROCUREMENT PROCESS: Process between the order of a product and its entry into the stocks,

DANGER: A source or an instance of risk, peril or injury at work,

COMMERCIAL RISK: Payment risk created by open account buying and selling procedures that is excluded from the cash payment or bank guarantee,

COMMERCIAL MANAGEMENT SOFTWARE: Software that enables a regular record of all commercial activity information about the client, product, or service such as sale, stock follow-up, reporting, or payment,

NOS (NATIONAL OCCUPATION STANDARD): Minimum norms that are accepted by the Vocational Qualification Authority (VQA) and that shows the information, skills, attitudes, and behaviors necessary for a successful performance of an occupation,

PRODUCT PURCHASE OFFERS: Creation of stock and price requests about the products,

DATA BACKUP: Tasks regarding the copying of hardware configuration values or other data backups to another location for reloading in case of a problem,

SOFTWARE: Computer programs that are necessary for the management of the hardware units that form the network hardware and computer system as well as the tasks of the users,

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ANNEX 3: Horizontal and Vertical Progress Paths

Those who possess the VQA Vocational Qualification Certificate as IT Sales Representative (Level 4) National Qualification should participate to the exams of all qualification units within the scope of the related National Qualifications in order to obtain the VQA Vocational Qualification Certificate as IT Sales Representative (Level 5) National Qualification.

ANNEX 4: Assessor Criteria

Those who will be employed as assessors should meet the following condition:

- Possession of a Bachelor's Degree in any subject and a professional experience of at least 5 years in the field of sales in the IT sector.