

CFAS7.8

Demonstrate compliance with legal, regulatory and ethical requirements for sales activities



Overview

This unit is about representing the organisation that you work for in ways that are consistent with its values and ethical principles, and which fulfil legal and regulatory requirements.

Organisations must show that they act responsibly in relation to their customers, investors, the communities in which they work and their staff. Organisations must obey the law in key areas such as health and safety, employment, finance and company law. Most importantly for salespeople, organisations must obey contract law and avoid illegal activity such as misrepresentation. They are also responsible for the security of customer data. Most organisations have to work within specific regulations and ethical frameworks for their sector.

For the purposes of this unit, 'organisation' can mean a self-contained entity such as a private sector Company, a charity, a local authority or a significant operating unit with a relative degree of autonomy within a larger organisation.

This unit is for; Sales Team Leaders and Sales Executives

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Performance criteria

You must be able to:

- P1 demonstrate an understanding of the legal, regulatory and ethical requirements relevant to your job
- P2 explain the consequences for you, your employer and your customer if you do not comply with legal, regulatory and ethical requirements
- P3 follow organisational procedures for raising concerns about legal, regulatory and ethical issues
- P4 provide full reports to appropriate people about any failures to meet legal, regulatory or ethical requirements

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Knowledge and understanding

You need to know and understand:

- K1 the importance of an ethical approach
- K2 relevant legal and regulatory requirements governing contracts between suppliers and customers

Industry/sector specific knowledge and understanding

- K3 legal, regulatory and ethical requirements in your sector

Context specific knowledge and understanding

- K4 policies and procedures that make sure people meet the requirements

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Additional Information

Behaviours

1. you make time available to understand updates in legal, regulatory and ethical requirements
2. you identify and raise ethical concerns
3. you are vigilant for potential risks
4. you seek appropriate information and knowledge
5. you encourage others to share information and knowledge efficiently within the constraints of confidentiality
6. you show sensitivity to customers' needs and manage these effectively

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Relevant occupations
1132 Marketing and sales managers
3542 Sales representatives
7113 Telephone salespersons
7129 Sales related occupations nec

Suite Sales 2010

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