

**Accreditation** : This Module is a Nationally Accredited Course

**Title** : **SIRRRPK007A - RECOMMEND AND FIT CLOTHING OR FOOTWEAR PRODUCTS AND SERVICES**

**Field Of Study** : **Product Knowledge**

### What is this course all about?

This unit involves the skills and knowledge required to measure and fit clothing or footwear and recommend complementary products or services.

### When you have finished this course you should be able to demonstrate your ability to:

#### Research store merchandise range – SIRRRPK007A/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Store merchandise range accurately identified according to relevant product information.
- ❑ Knowledge of correlation between Australian sizing standards and UK, US and European clearly demonstrated.
- ❑ Knowledge of correct measuring procedures demonstrated including where and how to measure.

#### Recommend clothing or footwear products – SIRRRPK007A/02

- ❑ Product knowledge applied to advise customers and other sales staff on available products and their characteristics
- ❑ Convey product care and cleaning specifications to customer
- ❑ Recommend options and complementary products meet customers' needs;

#### Measure and fit clothes or footwear – SIRRRPK007A/03

- ❑ Accurate and correct use of measuring tools applied.
- ❑ Knowledge of Australian Standard clothing sizes applied to assist customers and other staff match products to body shapes and assist buying decisions.
- ❑ Variance between individual customers and standard sizing identified;
- ❑ Fitting rooms operated and maintained in accordance with store security, merchandising and customer service policies;

## Advise on arrange clothing alterations service – SIRRRPK007A/04

- ❑ Customers advised regarding alteration and repair services according to store policy
- ❑ Price and timeline for alterations and repairs identified and quoted to customer where applicable.
- ❑ Customer details identified and accurately transcribed to alterations form, according to store policy and legal requirements;
- ❑ Details of alterations recorded according to store procedures;
- ❑ Label and securely store items for alteration or repair according o store policy

### Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales and/or Customer Service Staff
- ❑ Administration / Operations

### You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ interpersonal communication skills to:
  - apply product knowledge by providing information and advice to customers and staff
  - make recommendations and advise on services through clear and direct communication
  - ask questions to identify and confirm requirements
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- ❑ handling customers with special needs, including difficult or abusive customers
- ❑ using measuring tools and methods for measuring and fitting clothes or shoes
- ❑ literacy skills in reading and understanding product labels and care instructions
- ❑ numeracy skills in the following areas:
  - estimation of size and body or foot type and variation
  - measuring accurately
  - relation of Australian standard clothing or shoe sizes and US, UK and European equivalents.
- ❑ store procedures in regard to:
  - sales and customer service
  - methods of dealing with special needs or requests of customers
  - customer complaints
  - store alteration services and processes
  - operation, maintenance and security of store fitting rooms or areas

- ❑ store product range, including types, properties, benefits and care of materials used
- ❑ Australian standard clothing or shoe sizes and their international equivalents
- ❑ common body or foot shapes and complementary clothing or footwear styles
- ❑ pricing procedures, including GST requirements
- ❑ relevant legislation and statutory requirements
- ❑ relevant industry codes of practice
- ❑ relevant OHS legislation and codes of practice.

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Occupational health and safety.
- ❑ Consumer law
- ❑ Pricing procedures including Goods and Services Tax (GST) requirements;
- ❑ Trade Practices and Fair Trading Acts;
- ❑ Australian Standard clothing sizes and their international variations

What Recognition will you achieve?

Where a demonstrated competency has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on [www.matrixtraininggroup.com/downloads.php](http://www.matrixtraininggroup.com/downloads.php) In order to download this application.

### What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is [www.matrixtraininggroup.com](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support