

Accreditation : This Module is a Nationally Accredited Course
Title : **SIRRRPK009A– RECOMMEND TODDLER & BABY PRODUCTS**
Field Of Study : **Product Knowledge**

What is this course all about?

This unit builds involves the application of knowledge of the store toddler/baby product range to provide advice to customers and other sales staff with regard to quality, design, safety features, age suitability, durability, performance and price, along with advice on services available.

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

Research store product range – SIRRRPK009A/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Products correctly identified according to relevant product information.
- ❑ Knowledge of age rating and restrictions for specific products accurately demonstrated.

Recommend baby and toddler products – SIRRRPK009A/02

- ❑ Information gained from customer regarding age of user and specific use of product to ascertain customer needs/requirements.
- ❑ Apply detailed product knowledge to provide accurate advice to customers and other staff on baby and toddler products
- ❑ Demonstrate features and benefits of baby and toddler products to customers to create a buying environment
- ❑ Maintenance and care requirements of product accurately explained to customer;
- ❑ Safety features and safe usage of product clearly explained to customer with emphasis on precautions with young children and babies.

Advise on manufacturer's warranties – SIRRRPK009A/03

- ❑ Comparisons between product/manufacturer's warranty terms and insurance policies where applicable, clearly explained to customer.
- ❑ Consult relevant sources of information to confirm and accurately convey individual product warranty terms, conditions, correct care instructions and insurance policies to

customers, where applicable

- ❑ Customer provided with written information regarding individual product warranty terms and conditions, especially extended or promotional warranties, according to store policies and procedures;

Advise on product service and repairs – SIRRRPK009A/04

- ❑ Service/repair process identified and accurately described to customer as required according to store and/or manufacturer's policy.
- ❑ Price and timelines for basic service/repairs identified and accurately quoted to customer where applicable
- ❑ Customer details identified and accurately transcribed to repair form, according to store procedures and legal requirements.
- ❑ Item for repair labelled and securely stored according to store policy.
- ❑ Item checked to ensure service/repair process performed to required standard prior to customer notification,
- ❑ Customer notified without undue delay on arrival/ completion of service/repair.

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
- ❑ literacy skills to read and understand:
 - product information
 - product warranties and guarantees
 - store policy and procedures
 - safety requirements

- care and maintenance requirements
- numeracy skills to understand age and safety ratings.
- store policy and procedures in regard to:
 - sales and customer service
 - methods of dealing with special needs and requests of customers
 - customer complaints
- store baby and toddler product range, including:
 - safety features and application of products
 - age ratings and restrictions for specific products
 - range of service and repair capabilities
- 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:

- Relevant occupational health and safety legislation/regulations/codes of practice;
- Consumer law;
- Trade practices and Fair Trading Acts;

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
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
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support