

Accreditation : This Module is a Nationally Accredited Course

Title : **SIRRRPK011A – RECOMMEND BOOKS OR NEWSAGENCY SERVICES**

Field Of Study : **Product Knowledge**

What is this course all about?

This unit involves the application of knowledge of the store book or newsagency product range to advise customers and other sales staff in regards to types of publications in the store range, frequency, and availability of publications, marketing tie-ins, price and ancillary products and services offered by the store..

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

Research book and news agency products – SIRRRPK011A/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Knowledge of the location of books, newspapers and other products in the store range accurately demonstrated.
- ❑ Operation of store inventory system accurately demonstrated
- ❑ Demonstrate accurate knowledge of store procedures for book and newspaper recall and stock withdrawal from public sale at specified times
- ❑ Knowledge of store procedures relating to compliance with legislative requirements pertaining to the sale of books, newspapers and magazines

Recommend books and newsagency products – SIRRRPK011A/02

- ❑ Customer's needs accurately identified.
- ❑ Products correctly identified according to customer requirements and product information to create a buying environment.
- ❑ Detailed specialised knowledge of product applied to assist customers buying decisions.

Advise on a range of reader and newsagency services – SIRRRPK011A/03

- ❑ Negotiate and confirm newspaper home delivery arrangements with customers when included in store and service product range
- ❑ Record book, newspaper and magazine reservations and organize supply according to store procedures to meet customer requests
- ❑ Process lottery tickets, entries, and prizes and issue according to local lottery rules and procedures to meet customer requests

Process returns to publishers – SIRRRPK011A/04

- ❑ Batch out-of-date books and newspapers and magazines for regular return to publishers according to store procedures and publisher requirements
- ❑ Complete relevant publisher returns documentation in an accurate and timely manner according to store policy and procedures

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 -

- ❑ Continually updates and applies product knowledge to provide comprehensive advice to customers and staff, including technical skills in accessing information.
- ❑ Consistently applies store policies and procedures and industry codes of practice in regard to sales/customer service procedures.
- ❑ Advises customers and informs sales team members of type and features of store range of book and reader services, including genre, theme, purpose and content/age suitability.
- ❑ Advises on stock availability and demonstrates accurate accessing of store inventory system to locate books for customers.
- ❑ Demonstrates correct negotiation and administration with regard to customer reader services in accordance with store policy and procedures.
- ❑ Store policies and procedures, in regard to:-
 - ❑ Sales/customer service.
 - ❑ Methods of dealing with special needs/requests of customers.
 - ❑ Customer complaints.
 - ❑ withdrawing books from public sale.
- ❑ Types and features of store range of books and reader services

- ❑ Types of reader services, including incentive schemes, book clubs and location of unusual titles
- ❑ Store range of books and reader services, service and repair capabilities

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

- ❑ Relevant legislation and statutory requirements.
- ❑ Relevant industry codes of practice;
- ❑ Relevant occupational health and safety legislation/regulations/codes of practice;
- ❑ consumer law;
- ❑ licensing, patent and copyright law
- ❑ censorship and customs regulations
- ❑ sale of X and R rated products
- ❑ sale of second hand Goods and Services Tax (GST) industry codes of practice

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.