

**Accreditation** : This Module is a Nationally Accredited Course  
**Title** : **SIRRRPK013A – HIRE & SELL VIDEO & DVD PRODUCTS & SERVICES**  
**Field Of Study** : **Product Knowledge**

### What is this course all about?

This unit involves the application of product knowledge to advise customers and other sales staff with regard to membership, movie and game hire, product range, video game and home theatre accessories and the application of store movie and game hire procedures.

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

#### Research store product range – SIRRRPK013A/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Comparisons between products researched according to product information.
- ❑ Operation and use of store products accurately demonstrated.

#### Recommend video and DVD products and accessories - SIRRRPK013A/02

- ❑ Product knowledge applied to advise customers and staff members on available product range.
- ❑ Accurate information provided to customers according to legislative requirements.

#### Advise on membership - SIRRRPK013A/03

- ❑ Membership application terms and conditions accurately conveyed to customer.
- ❑ Security of customer details maintained according to legislative requirements and store policy.
- ❑ Membership details checked for restricted access prior to rental/release according to legislative requirements and store policy;

## Apply store video hire and return procedures - SIRRRPK013A/04

- ❑ Visually inspect movie and game media for damage prior to hire
- ❑ Movie hire procedure accurately completed according to store policy.
- ❑ Proof of age requested and hire refused if applicable, according to legislative requirements and store policy;
- ❑ Video returns acknowledged and customer details accurately updated on record system, according to store procedures;
- ❑ Movies and game media are visually checked for damage and rewind videos if required;
- ❑ Damaged or torn covers/slicks replaced as required;
- ❑ Faulty or damaged stock taken out of circulation in line with store procedures;
- ❑ Returned movies and games replaced on for hire displays, or filed according to 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 -

- ❑ Continually updates and applies product knowledge to provide comprehensive advice to customers and staff, including 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 types and features of store range of video products and services, including videos, video games, music CD's, equipment and accessories.
- ❑ Advises on and administers store video membership requirements.
- ❑ Demonstrates correct administration of video hire and return procedures 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.
  - ❑ hire and return of video tapes and games.
  - ❑ Types and features of store range of video products
  - ❑ Store maintenance requirements;
  - ❑ Store range of video services, including membership, hire and return of video tapes and

games

- ❑ Basic operation of the video industry;
- ❑ Interpersonal communication skills;
- ❑ Handling customers with special needs, including difficult or abusive customers;
- ❑ Keyboard operation to facilitate data entry of customer membership, hire and return of video tapes and games
- ❑ Operating store range of products, including VCR to television connection.

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

- ❑ censorship and copyright legislation.
- ❑ customs regulations;
- ❑ X and R rated licensing requirements;
- ❑ privacy laws;
- ❑ Australian Censors Classification;
- ❑ sale of second hand goods;
- ❑ consumer law;
- ❑ Relevant legislation and statutory requirements;
- ❑ Relevant occupational health and safety legislation/regulations/codes of practice

### What Recognition will you achieve?

Where demonstrated competencies 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.