

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

**Title** : **SIRRRPK014A– RECOMMEND SPECIALISED PRODUCTS AND SERVICES**

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

### What is this course all about?

This unit involves the application of specialised product knowledge to provide advice to customers and other sales staff, with regard to specific product features, technical characteristics, warranties and prices. It also includes the provision of information on organisation services and repairs.

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

#### Research product range – SIRRRPK014A/01

- ❑ Identify product and service range.
- ❑ Demonstrate knowledge of location of product range.
- ❑ Demonstrate operation of inventory system.
- ❑ Develop product knowledge by accessing relevant sources of information.
- ❑ Develop knowledge and application of manufacturer technical information and specifications of product range.
- ❑ Demonstrate use and operation of products according to organisation policy and procedures.
- ❑ Research comparisons between products and services and apply accurately according to product information.
- ❑ Demonstrate knowledge of relevant legislative requirements.
- ❑ Convey product information to customers and other staff members as required.

#### Recommend specialised products and services – SIRRRPK014A/02

- ❑ Identify and evaluate customer requirements to provide advice on product suitability to assist buying decisions.
- ❑ Determine suitability of products and materials according to customer requirements and manufacturer specifications.
- ❑ Provide accurate advice on product specifications to meet customer requirements

according to relevant legislation.

- ❑ Convey features and benefits of products to customers to assist buying decisions.
- ❑ Demonstrate or explain use and operation of products to customers in a systematic manner as required to create a buying environment.
- ❑ Apply correct measuring, fitting or sizing procedures as relevant to the product.
- ❑ Explain relevant maintenance and care requirements of product to customer.
- ❑ Clearly explain to customer safety features and safe usage relevant to the product.
- ❑ Maximise sales opportunities by use of add-on and complementary sales techniques.
- ❑ Estimate quantities of product required.

### Advise on product warranties– SIRRPK014A/03

- ❑ Clearly explain to customer comparisons between product and manufacturer warranty terms.
- ❑ Confirm and accurately convey individual product warranty terms and conditions to customers by accessing relevant sources of information.
- ❑ Provide customer with written information regarding individual product warranty terms and conditions, especially extended or promotional warranties, according to legislative requirements and organisation policy and procedures.

### Quote on price and payment options– SIRRPK014A/04

- ❑ Calculate organisation recommended pricing for various product and service options and convey to customer according to legislative requirements.
- ❑ Perform negotiation of individual product prices where appropriate according to pricing determinants and organisation policy.
- ❑ Convey payment and credit options to customers and negotiate a preferred option following organisation procedures.

### Advise on and arrange product service and repair– SIRRPK014A/05

- ❑ Advise customer on organisation range of service and repairs according to organisation policy and procedures.
- ❑ Question and actively listen to customer determine nature of problem.
- ❑ Complete diagnosis of problem in terms of operator and equipment faults.
- ❑ Offer solutions according to nature of problem, available product information and company and enterprise policy.
- ❑ Identify service and repair process and accurately describe to customer, as required, according to company and enterprise policy.
- ❑ Identify price and timelines for basic service and repairs and quote to customer where applicable.
- ❑ Identify customer details and accurately transcribe to service report according to company and enterprise procedures and legislative requirements.

- ❑ Label and securely store item for repair according to company and enterprise policy.
- ❑ Organise service according to availability, customer requirements and legislative requirements.
- ❑ Notify customer without undue delay on completion of service and repair.
- ❑ Take follow-up action as necessary to ensure customer satisfaction.

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

- ❑ Managers /Supervisors / Team leaders
- ❑ Frontline sales personnel

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

*Competency in this unit requires evidence that, you the candidate: -*

- ❑ interpersonal communication skills to:
  - apply product knowledge by providing information and advice to customers and staff
  - make recommendations and advise on warranties and product service and repair 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 in the following areas:
  - reading and understanding store policy and procedures
  - reading and understanding product information and specifications
  - writing order specifications and delivery details
- ❑ numeracy skills in the following areas:
  - measuring and estimating accurately
  - Advising and negotiating price and payment options.
- ❑ company and enterprise policy and procedures in regard to:
  - sales and customer service, up-selling, on-selling
  - methods of dealing with special needs and requests of customers
  - customer complaints
  - price negotiation and payment options
  - services and repairs
- ❑ company and enterprise product range
- ❑ pricing procedures, including GST requirements
- ❑ manufacturer technical information
- ❑ product and manufacturer warranty terms and conditions

- ❑ relevant legislation and statutory requirements
- ❑ Relevant industry codes of practice.

### What Recognition will you achieve?

Where demonstrated competencies have 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.

