

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

**Title** : **WRRSS9B – RECOMMEND COMPUTER PRODUCTS & SERVICES**

**Field Of Study** : **SALES & CUSTOMER SERVICE**

### What is this course all about?

This unit builds on unit WRRS2B Advise on products and services. It involves the application of computer product knowledge to advise customers and other sales staff with regard to computer hardware, software, product warranties, stock availability, price, and repairs.

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

#### Research store computer products range - WRRSS9B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Products correctly identified according to relevant product information.
- ❑ Knowledge and application of manufacturer's technical information developed.
- ❑ Operation of store products accurately demonstrated according to store policy.
- ❑ Knowledge of relevant legislative requirements accurately demonstrated.

#### Recommend computer hardware and software products - WRRSS9B/02

- ❑ Customers needs accurately identified.
- ❑ Technical features and benefits from manufacturer's specifications accurately conveyed to customers to assist buying decisions according to legislative requirements.
- ❑ Operation of specific hardware or software applications demonstrated or explained to customers in a systematic manner as required to create a buying environment.

#### Advise on product warranties - WRRSS9B/03

- ❑ Comparisons between product/manufacturer's warranty terms and conditions for hardware and software clearly explained to customers.
- ❑ Individual product warranty terms and conditions confirmed by accessing relevant sources of information and accurately conveyed to customers.

- ❑ Customers provided with a written copy of the manufacturer's warranty terms and conditions for product/s purchased wherever possible, according to store policies and procedures.

#### Negotiate price and payment options – WRRSS9B/04

- ❑ Store recommended retail pricing for various brand options accurately conveyed to customers according to legislative requirements.
- ❑ Individual product prices negotiated where necessary according to store policy to achieve a sale.
- ❑ Store payment options accurately conveyed to customers and a preferred option negotiated following store procedures.

#### Advise on and arrange product service and repairs – WRRSS9B/05

- ❑ Customer questioned to determine nature of problem.
- ❑ Problem diagnosed in terms of operator/hardware/ software faults by accessing manufacturer's information.
- ❑ Solutions offered according to nature of problem, available product information and store policy.
- ❑ Service/repair process identified and accurately described to customer as required according to store policy.
- ❑ Price and timelines for basic service/repairs identified and quoted to customer where applicable.
- ❑ Customer details identified and accurately transcribed to repair form, according to store procedures and legal requirements.
- ❑ Item for repair labeled and securely stored according to store policy.
- ❑ 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
- ❑ I.T. Staff

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 information and basic principles of light/photography and film exposure, type and speed.
- ❑ Continually updates and applies product knowledge to provide comprehensive advice to customers and staff, including technical 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 quality, design features, benefits and operation/performance characteristics of store range of computers.
- ❑ Advises on stock availability, warranties and price/payment options.
- ❑ Applies problem solving strategies to assist customers with operator/hardware/software faults.
- ❑ Advises on, negotiates and arranges computer product services and repairs in accordance with store policy and procedures.
- ❑ Sales/customer service.
- ❑ Methods of dealing with special needs/requests of customers.
- ❑ Customer complaints.
- ❑ Manufacturers technical information, including application of light principles
- ❑ Manufacturers technical information/specifications for store range of computer hardware and accessories, including laptop computers, printers, scanners, monitors, modems, hard disk drives, mouse types and CD-ROM
- ❑ The Internet, including hardware/software requirements and access to service providers.
- ❑ Store range of computer operating systems, software options and packages, including word processing, data base, spreadsheets, multimedia, games, graphics, entertainment and education
- ❑ Store range of computer service and repair capabilities
- ❑ Using and applying technology, including operational features and operating/demonstrating store range of computers and accessories
- ❑ Application of mathematical ideas and techniques relating to computer hardware and software products
- ❑ Advising/negotiating price and payment options
- ❑ Handling customers with special needs, including difficult or abusive customers

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

- ❑ Consumer law;
- ❑ Relevant occupational health and safety legislation/regulations/codes of practice;
- ❑ Licensing and copyright laws;
- ❑ Pricing procedures including Goods and Services Tax (GST) requirements
- ❑ Sale of second hand goods
- ❑ Industry codes of practice;
- ❑ Trade Practices and Fair Trading Acts

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) 9854-6124 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.