

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

**Title** : **WRRSS10B – RECOMMEND SPORTING 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 includes the application of product knowledge to provide advice to customers and other sales staff with regard to brand options, design features, warranties, performance and maintenance of sporting goods and equipment along with measuring and fitting sporting apparel.

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

#### Research store sporting products range - WRRSS10B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Products correctly identified according to relevant product information.
- ❑ Operation and/or assembly of store products accurately demonstrated.
- ❑ Knowledge of availability and use of appropriate product accessories and spare parts demonstrated.
- ❑ Knowledge of specific sizing and fitting requirements of products accurately demonstrated.

#### Recommend sporting products - WRRSS10B/02

- ❑ Sporting products correctly evaluated according to customer requirements.
- ❑ Relationship between risk factor and activity explained to customers.
- ❑ Products recommended appropriate to sport, customer requirements and legislative requirements.
- ❑ Safe use and relevant safety requirements of the product explained to the customer;
- ❑ Working range, maintenance and care of sporting products explained to customers as relevant to product.

### Measure and fit sporting products - WRRSS10B/03

- ❑ Correct measuring, fitting, and sizing procedures applied for specific products.
- ❑ Accurate and correct use of measuring tools demonstrated.
- ❑ Difference in sizes and application of sporting products conveyed to customers.

### Advise on manufacturer's warranties – WRRSS10B/04

- ❑ Comparisons between product/manufacturer's warranty terms clearly explained to customers.
- ❑ Individual product warranty terms and conditions confirmed by consulting relevant sources of information and accurately conveyed to customers.
- ❑ 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 and arrange sporting services – WRRSS10B/05

- ❑ Knowledge of sport and sporting services accurately conveyed to customers.
- ❑ 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
- ❑ Hire service information conveyed to customers where appropriate.
- ❑ Product hire arranged 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

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..
- ❑ 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 design and safety features, benefits and performance characteristics of store range of sporting goods.
- ❑ Advises on stock availability, warranties and price/payment options..
- ❑ Demonstrates correct measuring, sizing and fitting of sporting apparel, according to store procedures.
- ❑ Advises on, negotiates and arranges sporting goods services and product repairs 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.
- ❑ Manufacturers technical information/specifications for store range of sporting goods and accessories
- ❑ Store range of sporting goods service and repair capabilities
- ❑ Sporting activities and risk factors.
- ❑ Pricing procedures including Goods and Services Tax (GST) requirements
- ❑ Relevant legislation and statutory requirements
- ❑ Relevant industry codes of practice
- ❑ Communication skills
- ❑ 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
- ❑ 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.