

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

**Title** : **WRRSS13B – RECOMMEND NEWSAGENCY 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 knowledge on newspaper and magazine products, circulation and home delivery services to provide advice to customers and other sales staff and the implementation of store procedures for processing returns to publishers.

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

#### Research newsagency products range - WRRSS13B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Knowledge of the location of newspaper and other products in the store range accurately demonstrated.
- ❑ Operation of store inventory system accurately demonstrated.
- ❑ Knowledge of relevant legislative requirements accurately demonstrated
- ❑ Knowledge of procedures for newspaper recall and stock withdrawal from public sale at specified times accurately demonstrated;

#### Recommend newsagency products - WRRSS13B/02

- ❑ Customers needs accurately identified.
- ❑ Products correctly identified and located according to customer requirements and product information to create a buying environment.
- ❑ Specialised product knowledge applied to assist customers buying decisions.

#### Advise on and arrange newsagency services - WRRSS13B/03

- ❑ Home delivery arrangements negotiated and confirmed with customers as required.
- ❑ Home delivery data entered on store system according to store procedures.
- ❑ Newspaper and magazine reservations recorded and organised according to store procedures to meet customer requests;

- ❑ Lottery tickets, entries, prizes processed/issued in line with local lottery rules and procedures when included in store service/product range.

### Process returns to publishers - WRRSS13B/04

- ❑ Out of date/circulation newspapers and magazines batched regularly for return to publishers according to store procedures and publishers requirements;
- ❑ Relevant publishers returns documentation completed in an accurate and timely manner according to store 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 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 newspaper/magazine products and services, including editions, quality, content and age suitability.
- ❑ Uses and applies the store inventory system to check stock levels, suppliers lists, price lists and record publishers returns data and accurately administer publishers returns.
- ❑ Demonstrates correct negotiation and administration with regard to customer newsagency services in accordance with store policy and procedures, including home delivery and newspaper/magazine reservations.

Store policies and procedures, in regard to:-

- ❑ Sales/customer service.
- ❑ Methods of dealing with special needs/requests of customers.
- ❑ Customer complaints.
- ❑ Newsagency product recall and processing returns to publishers.
- ❑ Types and features of store range of newsagency products
- ❑ Store range of newsagency services, including home delivery, lottery tickets and related services/procedures
- ❑ Basic operation of the newsagency industry

- ❑ Interpersonal communication skills
- ❑ Handling customers with special needs, including difficult or abusive customers
- ❑ Operating of store inventory/returns systems and locating store range of products

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

- ❑ Store policy and procedures with regard to selling newspaper products and services.
- ❑ Censorship and copyright legislation;
- ❑ Consumer law;
- ❑ Customs regulations;
- ❑ X and R rated licensing arrangements;
- ❑ Lottery licensing;
- ❑ Trade Practices and Fair Trading Acts;
- ❑ Occupational health and safety;
- ❑ Sale of cigarettes.

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.