

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRSS16B – RECOMMEND HEALTH & NUTRITIONAL 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 providing advice to customers and other sales staff on a range of health and nutritional products and services, their characteristics, features, technical information and storage requirements.

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

Research and develop product knowledge - WRRSS16B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Comparisons between products researched and applied.

Identify health and nutritional products - WRRSS16B/02

- ❑ Store health product range, identified according to relevant product information.

Recommend health and nutritional products - WRRSS16B/03

- ❑ Product knowledge applied to advise customers and other staff on available product.
- ❑ Product information accurately conveyed to customers according to legislative requirements.
- ❑ Products correctly identified to assist customers' purchase decisions;
- ❑ Specials and new lines promoted to customers according to store policy;
- ❑ Complementary products recommended to clients in line with store policies

Advise on health and nutritional services - WRRSS16B/04

- ❑ Customer accurately advised on store range of products, services and complementary therapy consultant services where applicable, according to store policy and procedures.
- ❑ Customer questioned to determine nature of problem and solutions offered according to nature of problem, available product information, and store policy
- ❑ Appointments scheduled with complementary therapy consultant services, where applicable, according to availability of consultant and 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 -

- ❑ Consistently applies store policies and procedures which comply with consumer law and legislative requirements regarding the selling of health and nutritional products and services.
- ❑ Continually updates and applies product knowledge in regard to current store health products and services to provide comprehensive advice to customers and staff.
- ❑ Consistently advises customers and informs sales team members of major characteristics of store range of health products, including, product type, purpose, features and benefits, price, basic production methods and storage requirements;
- ❑ Consistently advises customers on store health services available, and schedules appointments with complementary therapists where applicable;
- ❑ Advises customers and sales team on store product range warranties and store pricing and payment options;
- ❑ Advises on, prepares and arranges electrical product service and 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
- ❑ Store health and nutritional product and service range, including, new lines and seasonal promotions
- ❑ Relevant legislation and statutory requirements

- ❑ Interpersonal communication skills
- ❑ Handling customers with special needs, including difficult or abusive customers;
- ❑ Negotiation skills;
- ❑ Advising/negotiating price and payment options
- ❑ Scheduling appointments where required
- ❑ Handling customers with special dietary needs

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

- ❑ Advertising (Therapeutic Goods Administration).
- ❑ Stock procurement/stock dispensing;
- ❑ Complimentary Health Care Council (CHC) guidelines;
- ❑ Relevant occupational health and safety legislation/regulations/codes of practice;
- ❑ Consumer law;
- ❑ Food safety regulations
- ❑ Trade practices and Fair Trading Acts;
- ❑ Waste disposal;
- ❑ Environmental protection.

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 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
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support