

Accreditation : This Module is a Nationally Accredited Course
Title : **WRRSS17B – RECOMMEND TODDLER & BABY PRODUCTS**
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 of the store toddler/baby product range to provide advice to customers and other sales staff with regard to quality, design, safety features, age suitability, durability, performance and price, along with advice on services available.

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

Research store product range - WRRSS17B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Products correctly identified according to relevant product information.
- ❑ Knowledge of age rating and restrictions for specific products accurately demonstrated.

Recommend products - WRRSS17B/02

- ❑ Information gained from customer regarding age of user and specific use of product to ascertain customer needs/requirements.
- ❑ Products accurately identified and relayed to customer to create a buying environment;
- ❑ Maintenance and care requirements of product accurately explained to customer;
- ❑ Safety features and safe usage of product clearly explained to customer with emphasis on precautions with young children and babies.
- ❑ Detailed knowledge of product applied to provide accurate advice to customer to assist buying decisions according to store policy and legislative requirements.

Advise on manufacturer's warranties - WRRSS17B/03

- ❑ Comparisons between product/manufacturer's warranty terms and insurance policies where applicable, clearly explained to customer.
- ❑ Individual product warranty terms, conditions, correct care instructions and insurance policies where applicable confirmed from 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 product service and repairs - WRRSS17B/04

- ❑ Service/repair process identified and accurately described to customer as required according to store and/or manufacturer's policy.
- ❑ Price and timelines for basic service/repairs identified and accurately quoted to customer where applicable
- ❑ Customer details identified and accurately transcribed to repair form, according to store procedures and legal requirements.
- ❑ Item for repair labelled and securely stored according to store policy.
- ❑ Item checked to ensure service/repair process performed to required standard prior to customer notification,
- ❑ 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 / Operations

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

- ❑ Consistently applies store policies and procedures legislative requirements and industry codes of practice in regard to sales/customer service procedures.
- ❑ Consistently updates and applies product knowledge to provide comprehensive advice to customers and staff, including technical information and advice on warranties and insurance policies where applicable.

- ❑ Consistently advises customers and informs sales team members of design and safety features, age suitability and rating and performance characteristics of store range of products;

Store policies and procedures, in regard to:

- ❑ Sales/customer service.
 - ❑ Methods of dealing with special needs/requests of customers.
 - ❑ Customer complaints
 - ❑ Safety features and application of store product range
 - ❑ Age ratings and restrictions for specific products
 - ❑ Store range of service and repair capabilities;
-
- ❑ Interpersonal communication skills
 - ❑ Handling customers with special needs, including difficult or abusive customers;
 - ❑ Negotiation skills;
 - ❑ Advising/negotiating price and payment options

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

- ❑ Environmental law.
- ❑ Welfare law specific to local government, state and federal legislation
- ❑ Sale of second-hand goods;
- ❑ Relevant occupational health and safety legislation/regulations/codes of practice;
- ❑ Consumer law;
- ❑ 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 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