

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRSS1B - RECOMMEND AND FIT CLOTHING & ACCESSORIES**

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 skills and knowledge required to measure and fit clothing, provide advice on clothing alterations, wardrobe planning, colour, characteristics and care of fabrics, and the selection and use of complementary accessories.

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

Research store clothing range - WRRSS1B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Store clothing range accurately identified according to relevant product information.
- ❑ Knowledge of fabric characteristics demonstrated.
- ❑ Fabric care specifications checked on manufacturers' product labels.
- ❑ Knowledge of correlation between Australian sizing standards and UK, US and European clearly demonstrated.
- ❑ Knowledge of correct measuring procedures demonstrated including where and how to measure.

Recommend customer wardrobing - WRRSS1B/02

- ❑ Product knowledge applied to advise customers and other sales staff on available products.
- ❑ Clothing care and cleaning specifications accurately conveyed to customers;
- ❑ Options and combinations of products recommended to meet customers needs;
- ❑ Suggested wardrobe created to meet customer requirements.

Measure and fit clothes - WRRSS1B/03

- ❑ Accurate and correct use of measuring tools applied.
- ❑ Knowledge of Australian Standard clothing sizes applied to assist customers and other staff match products to body shapes and assist buying decisions.
- ❑ Variance between individual customers and standard sizing identified;
- ❑ Fitting rooms operated and maintained in accordance with store security, merchandising and customer service policies;

Advise on arrange clothing alterations service - WRRSS1B/04

- ❑ Techniques for altering products applied according to store policy and procedures.
- ❑ Customers advised regarding clothing alterations process, according to store policy
- ❑ Price and timeline for alterations identified and quoted to customer where applicable.
- ❑ Customer details identified and accurately transcribed to alterations form, according to store policy and legal requirements;
- ❑ Details of alterations recorded according to store procedures;
- ❑ Customer notified without undue delay on arrival/completion of service

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.
- ❑ 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 wardrobe essentials and planning, including design elements, customer body shape and the concept of "mix and match";
- ❑ Uses measuring tools correctly and accurately.
- ❑ Applies knowledge of Australian Standard clothing sizes/variations;
- ❑ Advises on, prepares and arranges clothing product alterations and service in accordance with store policy and procedures;

Store policies and procedures, in regard to:

- ❑ Sales/customer service, up-selling, on-selling.
- ❑ Methods of dealing with special needs/requests of customers.
- ❑ Customer complaints
- ❑ Store alteration services and processes
- ❑ Operation and maintenance/security of store fitting rooms
- ❑ Store clothing product range, including types, properties, benefits and care of fabrics used;
- ❑ Clothing design principles and their application to store product range;
- ❑ Fashion/wardrobing principles relating to store product range;
- ❑ Australian Standard clothing sizes and their international variations;
- ❑ Common body shapes and complementary clothing styles;
- ❑ Interpersonal communication skills;
- ❑ Handling customers with special needs, including difficult or abusive customers;
- ❑ Negotiation skills;
- ❑ Using measuring tools and methods for measuring/fitting clothes, including pinning;
- ❑ Relation of Australian Standard clothing sizes and US/UK and European variations.

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

- ❑ Occupational health and safety.
- ❑ Consumer law
- ❑ Pricing procedures including Goods and Services Tax (GST) requirements;
- ❑ Trade Practices and Fair Trading Acts;
- ❑ Australian Standard clothing sizes and their international variations

What Recognition will you achieve?

Where demonstrated competencies have 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