

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

**Title** : **WRRSS2B – RECOMMEND & FIT FOOTWEAR 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 skills and knowledge required to measure and fit shoes, provide advice to customers and other sales staff on shoe style, colour, construction and materials, advise on product repairs and recommend complementary products.

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

#### Research store footwear range - WRRSS2B/01

- ❑ Knowledge of store footwear product range developed by accessing relevant sources of information.
- ❑ Store footwear product range accurately identified.
- ❑ Knowledge of foot classifications and the effects on shoe fitting accurately demonstrated.
- ❑ Knowledge of correlations between Australian, UK, US and European footwear sizing clearly demonstrated.
- ❑ Knowledge of correct measuring procedures accurately demonstrated, including where and how to measure.

#### Recommend footwear products - WRRSS2B/02

- ❑ Product knowledge applied to provide advice to customers and other staff on footwear.
- ❑ Benefits of materials used in construction of footwear clearly conveyed to customers.
- ❑ Recommendations made to meet customer requirements and classification.
- ❑ Footwear care specifications conveyed accurately to customers and appropriate cleaning/maintenance products recommended.
- ❑ Opportunities to recommend complementary products recognised and applied.

### Measure and fit footwear products - WRRSS2B/03

- ❑ Measuring tools applied to facilitate accurate estimation of foot size.
- ❑ Footwear sizing correlations clearly conveyed to customers and other staff as required.
- ❑ Shoes fitted to accommodate minor foot ailments;
- ❑ Shoes 'in action' examined to identify fitting problems;

### Advise on and arrange product services and repairs - WRRSS2B/04

- ❑ 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 policy and legal requirements.
- ❑ Item for repair labelled and securely stored according to store policy.
- ❑ 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 -

- ❑ 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 footwear products, including shoe style, colour, construction and materials and recommends complementary products;
- ❑ Applies knowledge of foot classifications, ailments and measurement procedures and tools correctly and accurately and applies knowledge of Australian shoe sizes and international variations;
- ❑ Advises on, prepares and arranges footwear 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 repair services and processes
- ❑ Store footwear product range, including shoe construction, materials and finishes, shoe types and styles
- ❑ Foot classifications and their relation to shoe product advice
- ❑ Footwear care specifications and properties of grades and types of leather
- ❑ Store range of complementary products for footwear
- ❑ Australian shoe sizing standards and their international variations
- ❑ Foot characteristics, common minor foot ailments and their effect on footwear
- ❑ Methods and tools for measuring feet
- ❑ Common footwear problems that may require service or repair
- ❑ Interpersonal communication skills
- ❑ Handling customers with special needs, including difficult or abusive customers;
- ❑ Observation skills regarding 'shoes in action';
- ❑ Measuring feet, fitting shoes and using measuring tools

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

- ❑ Australian shoe sizing standards and their international variations;
- ❑ 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](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