

Accreditation : This Module is a Nationally Accredited Course
Title : **WRRSS3B – RECOMMEND JEWELLERY 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 specialised product knowledge to provide accurate advice to customers and other sales staff on jewellery products and repairs including watches, semi precious/precious metals, gemstones and jewels whilst protecting the security of store stock and customers personal jewellery

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

Research store product range - WRRSS3B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Store product range correctly identified according to relevant product information..
- ❑ Gemstones/jewels correctly identified according to relevant product information.
- ❑ Metals correctly identified according to relevant product information.
- ❑ Watches correctly identified according to relevant product information.

Recommend specialised jewellery products - WRRSS3B/02

- ❑ Customer's lifestyle/needs accurately identified.
- ❑ Detailed specialised product knowledge applied to provide accurate advice to customers.
- ❑ Features and benefits of jewellery products demonstrated to customers to create a buying environment.
- ❑ Accurate statement of product supplied to customer according to legislative requirements and the Jewellery and Timepieces Industry Code.

Advise on jewellery product warranties - WRRSS3B/03

- ❑ Comparisons between product/ manufacturers warranty terms clearly explained to customer.
- ❑ Individual product warranty terms and conditions accurately confirmed by consulting 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;

Protect stock - WRRSS3B/04

- ❑ Stock regularly cleaned and polished according to manufacturers care instructions and store procedures.
- ❑ Stock handled with care to prevent damage or breakage according to store procedures
- ❑ Stock replaced in designated location immediately after showing completed.
- ❑ Display units kept locked at all times.
- ❑ Fine jewellery shown one item at time, and immediately replaced in designated location according to store procedures.
- ❑ Vigilance in regard to observation/watching of stock maintained according to store procedures;
- ❑ Procedures for transfer of stock between safe and display units observed according to store security procedures;
- ❑ Confidentiality of store security procedures maintained at all times;
- ❑ Premises opened/closed and alarms set/de-armed in accordance with store security procedures;
- ❑ Security of keys, safe combinations and codes maintained according to store security procedures

Advise on and arrange product services and repairs - WRRSS3B/05

- ❑ Service/repair process identified and accurately described to customer.
- ❑ Price and timelines for basic service/repairs identified and quoted to customer where applicable
- ❑ Customer requirements in regard to remake/ redesign of jewellery identified, and alternatives evaluated and conveyed to customer according to store policy.
- ❑ Customer details identified and accurately transcribed to repair form, according to store policy and legal requirements;
- ❑ Item for repair identified and accurately described, including agreed value, according to store policy and legal requirements;
- ❑ Watch, battery or band replacement performed as required without damage to product and according to store policy;

- ❑ Jewellery removal performed as required according to store policy and legislative requirements

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 store product range, including the names and appearance of jewels and gemstones, precious and non precious metals and a range of watches;
- ❑ Applies store security procedures with regard to the handling and protection of stock;
- ❑ Advises on, arranges for and performs store jewellery services, internal and external, including 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 product handling, display and security, including showing stock, locking counters and windows, storage of goods
- ❑ Store jewellery/watch repair services
- ❑ Ear piercing processes, if applicable
- ❑ Relevant industry codes of practice, including Jewellery and Timepieces Industry Code
- ❑ Basic recognition of jewels and gemstones, their names, quality, storage and care requirements
- ❑ Identification of common metals used in jewellery and their names, type, metal carat content and stamping
- ❑ Comparisons between watch styles and brands including their compliance/non-compliance with regard to water resistance standard
- ❑ Product/manufacturer's warranty terms and conditions

- ❑ Interpersonal communication skills
- ❑ Handling customers with special needs, including difficult or abusive customers;
- ❑ Methods for performing jewellery/watch/watch band repairs
- ❑ Anatomy of the ear and techniques for ear piercing, in accordance with store policy and legal requirements, if applicable

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

- ❑ Relevant industry codes of practice, including Jewellery and Timepieces Industry Code;
- ❑ 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 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