

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRM1B – MERCHANDISE PRODUCTS**

Field Of Study : **MERCHANDISING**

What is this course all about?

This unit encompasses the skills, knowledge and attitudes required to merchandise products within a retail store. It involves the arrangement and presentation of merchandise, setting up and maintaining displays and labelling or pricing stock.

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

Place and arrange merchandise – WRRM1B/01

- ❑ Merchandise unpacked in accordance with store procedures.
- ❑ Merchandise placed on floor, fixtures and shelves in determined locations.
- ❑ Merchandise displayed to achieve a balanced fully stocked appearance and promote sales;
- ❑ Damaged, soiled or out of date stock identified and corrective action taken as required according to store procedure.
- ❑ Stock range placed to conform with fixtures, ticketing, prices or bar codes.
- ❑ Stock rotated according to stock requirements and store procedure.
- ❑ Stock presentation conforms to special handling techniques and other safety requirements.

Prepare display labels/tickets – WRRM1B/02

- ❑ Labels/tickets for window, wall or floor displays prepared according to store policy.
- ❑ Tickets prepared using electronic equipment or neatly by hand according to store procedures.
- ❑ Soiled, damaged, illegible or incorrect labels/tickets identified and corrective action taken.
- ❑ Electronic ticketing equipment used and maintained according to design specifications.
- ❑ Ticketing equipment maintained and stored in a secure location.

Place, arrange and display price tickets and labels – WRRM1B/03

- ❑ Tickets/labels are visible and correctly placed on merchandise.
- ❑ Labels/tickets replaced according to store policy.
- ❑ Correct pricing and information maintained on merchandise according to store procedures, industry codes of practice and legislative requirements;

Maintain displays – WRRM1B/04

- ❑ Special promotion areas reset and dismantled.
- ❑ Supervisor assisted in selection of merchandise for display.
- ❑ Merchandise arranged/faced up as directed and/or according to layout specifications and load bearing capacity of fixtures;
- ❑ Unsuitable or out of date displays identified, reset and/or removed as directed;
- ❑ Optimum stock levels identified and stock replenished according to store policy;
- ❑ Display areas maintained in a clean and tidy manner;
- ❑ Excess packaging removed from display areas.

Protect merchandise – WRRM1B/05

- ❑ Correct handling, storage and display techniques identified and used according to stock characteristics and legislative requirements.

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers /Supervisors / Team leaders
- ❑ Sales / Customer Services Staff / Operations Staff

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

Competency in this unit requires evidence that, you the candidate: -

- ❑ Consistently applies store policies and procedures in regard to displaying, merchandising, ticketing, pricing and storage of stock.
- ❑ Displays merchandise on floor, fixtures, shelves/display areas, in determined locations, in accordance with special manual handling techniques and other safety requirements;
- ❑ Prepares display labels and price tickets for merchandise with regard to store policies and procedures;
- ❑ Operates, maintains and stores a range of ticketing equipment;
- ❑ Arranges correct pricing and information on merchandise according to store procedures, industry codes and government requirements;
- ❑ Identifies damaged, soiled or out of date stock and takes corrective action as required by store procedures and legislative requirements;
- ❑ Maintains display areas and replenishes stock as required in accordance with store procedures and legislative requirements;
- ❑ Performs correct manual handling, storage and display techniques;

Store policies and procedures, in regard to:

- ❑ merchandising, ticketing and pricing of stock;
- ❑ correct storage of stock;
- ❑ store promotional themes, including advertising, catalogues and special offers;
- ❑ location of display areas;
- ❑ availability and use of display materials;
- ❑ stock rotation;
- ❑ stock replenishment;
- ❑ merchandise range;
- ❑ scheduling for building or rotating displays;
- ❑ correct storage procedures for labelling/ticketing equipment and materials;
- ❑ Correct manual handling techniques for protection of self and merchandise;
- ❑ Principles of display;
- ❑ Elements and principles of design and trends in retail design

Skills in:-

- ❑ Use and maintenance of manual and electronic labelling/ticketing equipment;
- ❑ Completing tasks in a set time frame;
- ❑ Literacy and numeracy skills;
- ❑ reading and interpreting store procedures and guidelines;
- ❑ machine or manual preparation of labels/tickets.
- ❑ reading and understanding manufacturer's instructions.

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

- ❑ Occupational health and safety.
- ❑ environmental protection legislation;
- ❑ Trade Practices and Fair Trading Acts
- ❑ hazardous substances and dangerous goods;
- ❑ manual handling;
- ❑ food safety regulations;
- ❑ labelling of workplace substances
- ❑ Pricing procedures including inclusion/exclusion of Goods and Services Tax (GST)
- ❑ industry codes of practice
- ❑ transport, storage and handling of goods

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.