

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRS2B – ADVISE ON PRODUCTS & SERVICES**

Field Of Study : **SELLING & CUSTOMER SERVICE**

What is this course all about?

This unit builds on unit WRRS1B Sell products and services. It requires a greater depth of specialist or general product knowledge and a greater need for experience and skill in offering advice to customers.

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

Develop product/service knowledge – WRRS2B/01

- ❑ Product knowledge developed and maintained according to store policy and legislative requirements.
- ❑ Product knowledge conveyed to other staff members as required.
- ❑ Comparisons between products and services researched and applied;
- ❑ Knowledge of competitors' product and service range and pricing structure demonstrated.

Recommend specialised products/services – WRRS2B/02

- ❑ Merchandise evaluated according to customer requirements.
- ❑ Features and benefits of products and services demonstrated to customer to create a buying environment.
- ❑ Detailed specialised knowledge of product applied to provide accurate advice to customers.

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 and industry codes of practice in regard to customer service and selling products and services.
- ❑ Develops, maintains and conveys product knowledge to customers;
- ❑ Applies detailed and specialised product knowledge to provide accurate advice according to the needs of the customer;

Specialised product knowledge including:-

- ❑ Warranties;
- ❑ benefits and features;
- ❑ shelf life/use by date;
- ❑ storage requirements;
- ❑ ingredients or materials contained in product;
- ❑ product/ingredient origins;
- ❑ care and handling of products;
- ❑ corresponding or complementary products and services;
- ❑ stock availability;
- ❑ Store/industry manuals and documentation;
- ❑ Stock/service and merchandise range;
- ❑ Procedures for taking orders;
- ❑ Pricing procedures including Goods and Services Tax (GST) requirements.

Skills in:

- ❑ Interpersonal communication skills);
- ❑ Using a range of communication/electronic equipment;
- ❑ Accessing relevant product/service information
- ❑ reading and understanding store policies and procedures.
- ❑ reading and understanding store policies and procedures
- ❑ estimating and calculating costs relevant to pricing products

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

- ❑ Trade Practices Act .
- ❑ tobacco laws;
- ❑ liquor laws
- ❑ Lottery Acts;
- ❑ industry codes of practice;
- ❑ occupational health and safety;
- ❑ sale of second hand goods;
- ❑ sale of X and R rated products
- ❑ trading hours.
- ❑ 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.