



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRRRPK007A Recommend and fit clothing or footwear and products and services**

**Revision Number: 2**

## **SIRRRPK007A Recommend and fit clothing or footwear and products and services**

### **Modification History**

The version details of this endorsed unit are in the table below. The latest information is at the top.

| <b>Release</b> | <b>Comments</b>   |
|----------------|-------------------|
| Second Release | Editorial updates |

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to measure and fit clothing or footwear and recommend complementary products or services.

### **Application of the Unit**

This unit applies to frontline service personnel involved in selling either clothing or footwear. It requires the team member to demonstrate knowledge of the store merchandise range, the characteristics and care requirements of different materials and products, and complementary products. It further requires demonstrated ability to recommend or facilitate clothing alterations and repairs or shoe repairs where required.

### **Licensing/Regulatory Information**

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Pre-Requisites**

Nil

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

| Element                                                           | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.                                                                                                                                                                                                                                                   |
| 1. Research store merchandise range.                              | <ul style="list-style-type: none"><li>1.1. Develop <b><i>product knowledge</i></b> by accessing <b><i>relevant sources of information</i></b>.</li><li>1.2. Identify <b><i>store merchandise range</i></b> according to relevant product information.</li><li>1.3. Clearly demonstrate knowledge of correlation between <b><i>Australian UK, US and European sizing standards</i></b>.</li><li>1.4. Demonstrate knowledge of correct measuring procedures, including where and how to measure.</li></ul>                                                           |
| 2. Recommend clothing or footwear products.                       | <ul style="list-style-type: none"><li>2.1. Apply product knowledge to advise <b><i>customers</i></b> and other sales staff on available products and their characteristics.</li><li>2.2. Convey product care and cleaning specifications to customers.</li><li>2.3. Recommend options and <b><i>complementary products</i></b> to meet <b><i>customer requirements and considerations</i></b>.</li></ul>                                                                                                                                                           |
| 3. Measure and fit clothes or footwear.                           | <ul style="list-style-type: none"><li>3.1. Apply accurate and correct use of <b><i>measuring tools</i></b>.</li><li>3.2. Apply knowledge of Australian standard sizes to assist customers and other staff match products to body or foot shapes and assist buying decisions.</li><li>3.3. Identify variance between individual customers and standard sizing.</li><li>3.4. Operate and maintain fitting rooms or areas according to store security, merchandising and customer service procedures.</li></ul>                                                       |
| 4. Advise on and arrange additional services.                     | <ul style="list-style-type: none"><li>4.1. Advise customers regarding <b><i>alteration and repair services</i></b> according to store policy.</li><li>4.2. Identify price and timeline for alterations and repairs and quote to customer where applicable.</li><li>4.3. Identify customer details and transcribe accurately to alterations form according to store procedures.</li><li>4.4. Record details of alterations according to store procedures.</li><li>4.5. Label and securely store items for alteration or repair according to store policy.</li></ul> |

## Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

### Required skills

- interpersonal skills to:
  - apply product knowledge by providing information and advice to customers and staff
  - make recommendations and advise on services through clear and direct communication
  - ask questions to identify and confirm requirements
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
  - handle customers with special needs, including difficult or abusive customers
- technical skills to use measuring tools and methods for measuring and fitting clothes or shoes
- literacy skills to interpret product labels and care instructions
- numeracy skills in the following areas:
  - estimation of size and body or foot type and variation
  - measuring accurately
  - relation of Australian standard clothing or shoe sizes and US, UK and European equivalents

### Required knowledge

- store procedures in regard to:
  - sales and customer service
  - methods of dealing with special needs or requests of customers
  - customer complaints
  - store alteration services and processes
  - operation, maintenance and security of store fitting rooms or areas
  - pricing procedures, including GST requirements
- store product range, including types, properties, benefits and care of materials used
- Australian standard clothing or shoe sizes and their international equivalents
- common body or foot shapes and complementary clothing or footwear styles
- relevant legislation and statutory requirements relating to the retail industry
- relevant industry codes of practice
- relevant Work Health and Safety (WHS) legislation and codes of practice

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- continually updating and applying product knowledge to provide comprehensive advice to customers and staff
- consistently applying store procedures and in regard to sales and customer service
- consistently advising customers on complementary products
- using measuring tools correctly and accurately
- applying knowledge of Australian standard clothing or shoe sizes and variations
- advising on and arranging clothing alterations or shoe repairs and services according to store policy and procedures.

### **Context of and specific resources for assessment**

Assessment must ensure access to:

- a retail work environment
- relevant sources of product information
- relevant documentation, such as:
  - store policy and procedures manuals
  - industry codes of practice and relevant legislation
  - WHS legislation and codes of practice
- an appropriate range of clothing or shoe products
- a range of customers with different requirements
- measuring and fitting tools and techniques.

### **Methods of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

### **Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

- Product knowledge*** may include:
- brand options
  - brand sizing
  - colour
  - style
  - fabrics or footwear characteristics, including:
    - types
    - finishes
    - properties
    - benefits and effects.
- Relevant sources of information*** may include:
- store product manuals
  - supplier product leaflets
  - product representatives
  - fashion magazines
  - sporting magazines
  - fashion shows
  - websites
  - designer and manufacturer representatives
  - customer feedback.
- Store merchandise range*** may include:
- ladies', men's, or children's clothing and accessories
  - casual, professional, day or evening wear
  - mix and match range
  - ladies', men's or children's shoes
  - sports shoes
  - ladies' bags and purses
  - men's bags and wallets
  - shoe cleaners, polishes and accessories.
- Australian UK, US and European sizing standards*** may include:
- clothing sizing
  - shoe sizing.
- Customers*** may include:
- people with routine or special requests
  - people with special needs
  - regular and new customers
  - people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.
- Complementary products*** may
- matching items of clothing

include:

- accessories, including:
  - belts
  - bags
  - hats
  - scarves
  - stockings and socks
  - gloves
  - costume jewellery
- shoe treatments, creams and polishes.
- casual, professional, day or evening clothing or shoes
- colour preferences, style and theme
- durability, function, comfort and usage
- cost
- mix and match wardrobe
- existing wardrobe.

***Customer requirements and considerations*** may include:

***Measuring tools*** may include:

***Alteration and repair services*** may include:

- measuring tapes
- foot sizing templates.
- referral to a third party for clothing alterations or repairs or shoe repairs
- pinning sleeves, shoulders, waist or hems on garments in preparation for alterations.

## Unit Sector(s)

Retail

## Competency field

Product Knowledge