



Australian Government

Department of Education, Employment and Workplace Relations

SIRRRPK009A Recommend toddler and baby products

Revision Number: 2

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Modification History

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

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to recommend and provide advice on toddler and baby products and services to retail customers.

Application of the Unit

This unit frontline service personnel who gain knowledge of the store toddler and baby product range to provide advice to customers and other sales staff with regard to quality, design, safety features, age suitability, durability, performance and price, along with advice on services available.

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 product range.	1.1.Develop product knowledge by accessing relevant sources of information. 1.2.Identify store baby and toddler product range according to relevant product information. 1.3.Demonstrate accurate knowledge of age rating and restrictions for specific products.
2. Recommend baby and toddler products.	2.1.Ascertain customer needs and requirements according to age of user and specific use of product. 2.2.Apply detailed product knowledge to provide accurate advice to customers and other staff on baby and toddler products. 2.3.Demonstrate features and benefits of baby and toddler products to customers to create a buying environment. 2.4.Explain maintenance and care requirements of product to customers according to store policy and legislative requirements. 2.5.Clearly explain safety features and safe usage of product to customers with emphasis on precautions with young children and babies.
3. Advise on manufacturer warranties.	3.1.Clearly explain comparisons between product and manufacturer warranty terms and insurance policies to customer, where applicable. 3.2.Consult relevant sources of information to confirm and accurately convey individual product warranty terms, conditions, correct care instructions and insurance policies to customers, where applicable. 3.3.Supply customer with written information regarding individual product warranty terms and conditions, especially extended or promotional warranties, according to store policy and procedures.
4. Advise on product service and repairs.	4.1.Identify and accurately describe service and repair process to customer as required according to store or manufacturer policy. 4.2.Identify and accurately quote price and timelines for basic service and repairs to customer where applicable. 4.3.Transcribe customer details to repair form according to store

procedures and legislative requirements.

- 4.4. Label and securely store item for repair according to store policy.
- 4.5. Check item to ensure service or repair process is performed to required standard prior to customer notification.
- 4.6. Notify customer without undue delay on completion of service or repair.

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
- literacy skills to interpret:
 - product information
 - product warranties and guarantees
 - store policy and procedures
 - safety requirements
 - care and maintenance requirements
- numeracy skills to estimate age and safety ratings

Required knowledge

- store policy and procedures in regard to:
 - sales and customer service
 - methods of dealing with special needs and requests of customers
 - customer complaints
- store baby and toddler product range, including:
 - safety features and application of products
 - age ratings and restrictions for specific products
 - range of service and repair capabilities
- relevant legislation and statutory requirements relating to the retail industry
- relevant Work Health and Safety (WHS) legislation and industry 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:

- consistently applies store policy and procedures, legislative requirements and industry codes of practice in regard to sales and customer service procedures
- updates and applies product knowledge to provide comprehensive advice to customers and staff, including technical information and advice on warranties and insurance policies where applicable
- consistently advises customers and informs sales team members of design and safety features, age suitability and rating, and performance characteristics of store range of products
- consistently advises on stock availability, warranties and price and payment options, and negotiates and arranges product service and repairs 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
 - product outlines
- an appropriate range of toddler and baby products
- a range of customers with different requirements.

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
- written or verbal questioning to assess knowledge and understanding
- 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
 - quality
 - price
 - safety features
 - age suitability and rating
 - classification
 - performance
 - durability
 - materials
 - type
 - warranties.
- Relevant sources of information*** may include:
- manufacturer and supplier product catalogues and leaflets
 - store product manuals
 - TV promotions and shows
 - trade fairs
 - warranty information
 - customer feedback
 - consulting store information
 - internet
 - designated staff members
 - contacting suppliers direct.
- Product range*** may include:
- furniture, including bassinets and cots
 - baby carriers, prams, strollers, pushers,
 - child restraints
 - clothing
 - accessories and toys
 - second-hand goods.
- Customers*** may include:
- those with routine or special requests
 - regular and new customers
 - people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.
- Other staff*** may include:
- new or existing staff
 - people with varying levels of language and literacy
 - people from a range of cultural, social and ethnic backgrounds.

Legislative requirements may include:

- consumer law
- environmental law
- WHS
- welfare law specific to local government, federal and state or territory legislation
- sale of second-hand goods
- industry codes of practice
- Trade Practices and Fair Trading Acts
- pricing procedures, including GST requirements.

Comparisons between product and manufacturer warranty terms and insurance policies may relate to:

- features
- benefits
- limitations
- duration
- price, where applicable.
- selling toddlers and baby products
- interacting with customers
- processing items for service and repair.
- product service and repairs
- insurance facilities.

Store policy and procedures with regard to:

Service range may include:

Unit Sector(s)

Retail

Competency field

Product Knowledge