



Australian Government

Department of Education, Employment and Workplace Relations

WRRSS3B Recommend jewellery products and services

Release: 1

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Modification History

Not applicable.

Unit Descriptor

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.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Research store product range	1.1 Product knowledge developed by accessing relevant sources of information. 1.2 Store product range correctly identified according to relevant product information. 1.3 Gemstones/jewels correctly identified according to relevant product information. 1.4 Metals correctly identified according to relevant product information. 1.5 Watches correctly identified according to relevant product information.
2 Recommend specialised jewellery products	2.1 Customer's lifestyle/needs accurately identified. 2.2 Detailed specialised product knowledge applied to provide accurate advice to customers. 2.3 Features and benefits of jewellery products demonstrated to customers to create a buying environment. 2.4 Accurate statement of product supplied to customer according to legislative requirements and the Jewellery and Timepieces Industry Code.
3 Advise on jewellery product warranties	3.1 Comparisons between product/ manufacturers warranty terms clearly explained to customer. 3.2 Individual product warranty terms and conditions accurately confirmed by consulting relevant sources of information and accurately conveyed to customers. 3.3 Customer provided with written information regarding individual product warranty terms and conditions, especially extended or promotional warranties, according to store policies and procedures.

- 4 Protect stock
 - 4.1 Stock regularly cleaned and polished according to manufacturers care instructions and store procedures.
 - 4.2 Stock handled with care to prevent damage or breakage according to store procedures.
 - 4.3 Stock replaced in designated location immediately after showing completed.
 - 4.4 Display units kept locked at all times.
 - 4.5 Fine jewellery shown one item at time, and immediately replaced in designated location according to store procedures.
 - 4.6 Vigilance in regard to observation/watching of stock maintained according to store procedures.
 - 4.7 Procedures for transfer of stock between safe and display units observed according to store security procedures.
 - 4.8 Confidentiality of store security procedures maintained at all times.
 - 4.9 Premises opened/closed and alarms set/de-armed in accordance with store security procedures.
 - 4.1 Security of keys, safe combinations and codes maintained according to store security procedures.
- 5 Advise on and arrange product services and repairs
 - 5.1 Service/repair process identified and accurately described to customer.
 - 5.2 Price and timelines for basic service/repairs identified and quoted to customer where applicable.
 - 5.3 Customer requirements in regard to remake/redesign of jewellery identified, and alternatives evaluated and conveyed to customer according to store policy.
 - 5.4 Customer details identified and accurately transcribed to repair form, according to store policy and legal requirements.
 - 5.5 Item for repair identified and accurately described, including agreed value, according to store policy

and legal requirements.

- 5.6 Item for repair labelled and securely stored according to store policy.
- 5.7 Watch, battery or band replacement performed as required without damage to product and according to store policy.
- 5.8 Jewellery removal performed as required according to store policy and legislative requirements.
- 5.9 Ear piercing performed as required according to store policy and legislative requirements.

Required Skills and Knowledge

Not applicable.

Evidence Guide

The following components of the evidence guide relate directly to the performance criteria and the range of variables for the unit of competency and provide guidance for assessment of the unit in the workplace and/or training program.

Critical Aspects of Evidence

Competency in this unit requires evidence that the candidate:

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.

Underpinning Skills and Knowledge

Knowledge and skills are essential to apply this unit in the workplace, to transfer to other contexts and deal with unplanned events. The requirements for this unit of competency are listed below:

Knowledge of:

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

Store jewellery product range, including:

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

Relevant legislation and statutory requirements

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

Relevant occupational health and safety legislation/regulations/codes of practice

Skills in:

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

Literacy skills in the following areas:

reading and understanding product information

reading and understanding product warranties and guarantees

reading and understanding store policies and procedures

Numeracy skills in:

calculating and quoting repair/service prices

understanding and applying gemstone quality/value

Generic Process Skills

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions.

Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this unit of competency.

Following each question a number indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

How can **communication of ideas and information** be applied?

Information on products and services needs to be communicated to customers and staff. (2)

How can **information be collected, analysed and organised**?

Accessing product knowledge requires information to be collected, analysed and organised. (2)

How are **activities planned and organised**?

Establishing and performing required services and repairs requires activities to be planned and organised. (2)

How can **team work** be applied?

Maintaining store security will require team work. (2)

How can the use of **mathematical ideas and techniques** be applied?

Calculating and quoting on service and repairs requires the use of mathematical ideas and techniques. (2)

How can **problem solving skills** be applied?

Establishing correct service or repair for product requires problem solving skills. (2)

How can the **use of technology** be applied?

The use of security systems and alarms requires the use of technology. (2)

Context of Assessment

Assessment Process

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Integrated Competency Assessment

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for each unit, or a cluster of units of competency.

The candidate will be required to:

Apply knowledge and skills which underpin the process required to demonstrate competence, including appropriate key competencies.

Integrate knowledge and skills critical to demonstrating competence in this unit.

Unit WRRSS3B can be assessed with other units which make up a particular job function.

Evidence Gathering Methods

Evidence should include products, processes and procedures from the workplace context.

Evidence might include:

Observation of the person in the workplace

Third party reports from a supervisor

Customer feedback

Answers to questions about specific skills and knowledge

Resources Required

A retail work environment

Relevant documentation, such as:

store policy and procedures manuals

industry codes of practice and relevant legislation

occupational health and safety legislation/regulations/codes of practice

Access to an appropriate range of jewellery products

Access to a range of customers with different requirements

Jewellery/watch repair tools and techniques

Access to appropriate equipment to perform other services, such as ear piercing, according to store policy and procedures

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Applies store security procedures with regard to the handling and protection of stock.

Advise on, arrange for and perform store jewellery services, internal and external, including repairs, in accordance with store policy and procedures.

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Product/manufacturer's warranty terms and conditions

Relevant legislation and statutory requirements

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Literacy skills in the following areas:

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Range Statement

The Range of Variables provide the range of applications of this unit of competency to allow for differences within enterprises and workplaces. It provides details of practices, knowledge and requirements referred to in the elements and performance criteria. The variables chosen in training and assessment will depend on the work contexts.

The following variables may include but are not limited to:

Store policy and procedures in regard to:

selling jewellery products and services

security of stock

Store merchandise range may include:

jewellery

watches

silver plate

fine porcelain

gift ware

Jewellery may include:

rings

necklaces

bracelets

chains

broaches

ear rings

Gemstones may include:

precious or semi-precious

natural

organic or synthetics

Watches may include:

analogue

digital

battery operated

manual

automatic

wind up

water resistant

Store service range may include:

jewellery repairs and cleaning

jewellery resizing

jewellery removal

ear piercing

watch cleaning and repairs

performed on or off the premises

Product information may include:

manufacturing process

composition of base products/ materials

quality

design features

price range

type/brands
suppliers
features
quality
storage and care requirements
warranties
wearing capacity
metal content
metal carat content
stamping
complementary or add on products
water resistance of various watches
name of stone
faceting
origin

Relevant sources of information may include:

store or suppliers product manuals
product leaflets
sales representatives
technical/design staff
Internet

customer feedback
store warranty information
product warranty manuals
designated staff members
contacting suppliers direct

Manufacturing process may include:

hand made
machine made
cast
soldering process
setting

metal carat content (stamping)

Legislative requirements may include:

occupational health and safety
consumer law

Trade Practices and Fair Trading Acts

industry codes of practice
health and hygiene
sale of second hand goods

Customers may include:

those with routine or special requests
regular and new customers

people from a range of social, cultural or ethnic backgrounds and physical and mental abilities

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storage and care requirements

warranties

wearing capacity

metal content

metal carat content

stamping

complementary or add on products

water resistance of various watches

name of stone

faceting

origin

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Unit Sector(s)

Not applicable.