

<b>Title</b>	<b>Manage credit facilities in a retail or distribution environment</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to demonstrate knowledge of credit facilities, manage the operation of credit facilities, and ensure credit facilities promote sales.
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<b>Classification</b>	Retail, Distribution, and Sales > Retail and Distribution Management
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Credit Contracts and Consumer Finance Act 2003, Contract and Commercial Law Act 2017, Privacy Act 1993.
- 2 Definitions  
*Distribution environment* refers to a workplace where the primary focus is on storage and distribution of stock.  
*Organisational procedures* referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; Government and local body legislation.  
*Retail environment* refers to workplaces where the primary focus is on customers purchasing goods or services.

### Outcomes and performance criteria

#### Outcome 1

Demonstrate knowledge of credit facilities.

#### Performance criteria

- 1.1 Key points of the Credit Contracts and Consumer Finance Act 2003 are described.
- 1.2 Key points of consumer legislation relevant for credit contracts are described.  
  
 Range includes – Consumer Guarantees Act 1993, Fair Trading Act 1986, Privacy Act 1993.

- 1.3 Sources of information related to credit contracts are identified.
- Range includes – Commerce Commission, Ministry of Consumer Affairs, Consumers Institute, Retailers Association, Citizen’s Advice Bureaux.
- 1.4 Types of credit facilities are described.
- Range may include but is not limited to – store credit, revolving credit, credit card, hire purchase, layby, finance provider.
- 1.5 Options for obtaining credit are described in accordance with organisational procedures.
- Range may include but is not limited to – credit limit, terms of contract, payment options, interest rates, insurance, warranties.
- 1.6 Procedures for defaults and debt collection are described in accordance with legislative requirements and organisational procedures.

## **Outcome 2**

Manage the operation of credit facilities in accordance with organisational procedures.

### **Performance criteria**

- 2.1 Data used for operation of credit facilities is checked for accuracy and its currency is maintained.
- Range may include but is not limited to – interest rates, insurance conditions, changes in legislation, changes in organisational policies and procedures, changes in customer circumstances, sources of finance.
- 2.2 The application of procedures for credit checks is checked and verified.
- 2.3 The application of procedures for credit authorisation checked and verified.
- 2.4 Information on credit options is checked, updated, and maintained in accordance with legislative requirements.
- 2.5 The application of procedures in the event of payment default is overseen and verified maintained.
- 2.6 The maintenance of records of credit transactions are checked and updated.
- 2.7 Confidentiality is maintained.

## **Outcome 3**

Credit facilities are promoted in accordance with organisational procedures.

**Performance criteria**

- 3.1 Benefits of credit facilities are promoted to customers.
- Range includes but is not limited to – availability of funds to customers, convenience for customers, suitable payment options.
- 3.2 Credit options are developed to promote specific products.
- Range may include but is not limited to – store card, hire-purchase, financing facilities.
- 3.3 Credit options are adjusted to maintain competitive edge.
- Range may include but is not limited to – third party credit, in-house credit, online digital credit options.

**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	17 June 1993	31 December 2018
Review	2	28 February 2006	31 December 2018
Review	3	8 December 2016	31 December 2021
Revision	4	29 March 2018	31 December 2024
Review	5	26 January 2023	31 December 2024

**Consent and Moderation Requirements (CMR) reference**

0225

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.