

FIELD SERVICE SECTOR**Reclassification and Review of *Retail and Wholesale* unit standards**

Subfield	Domain	Id
Retail and Wholesale	Retail Delicatessen	15962-15971
	Retail and Wholesale Produce	15952-15961
	Retail and Wholesale Visual Merchandising	11996, 11998

The Retail ITO has completed the review of the unit standards listed above that were registered in December 2000 and December 2002. The unit standards were also reclassified as indicated below.

Subfield	Domain	Id
Retail, Distribution, and Sales	Retail Delicatessen	11998, 15962-15971
	Retail Produce	11996, 15952-15959

Date new versions published **February 2005**

New comments by date **February 2009**

Expiry date of new versions of the unit standards **December 2010**

Summary of review and consultation process and main changes resulting from the review

- The titles of unit standards were simplified or clarified to ensure they are relevant.
- Unit standards 15960 and 15961 were deleted.
- Two new unit standards, 21205 and 21206, were developed to replace unit standards 15960 and 15961. This means there are three specialist produce unit standards covering greens, fruit, and vegetables. This accords with the categories used by retailers to describe the produce they sell. The new fruit and vegetable unit standards include produce that was previously in the 'root crops' and 'covered crops' unit standards.
- The reviewed unit standards were moved into the *Retail, Distribution, and Sales* subfield.
- The *Retail Delicatessen* domain in the *Retail and Wholesale* subfield was designated as Lapsed and a new domain with the same name was established in the *Retail Distribution, and Sales* subfield.
- Produce and delicatessen unit standards were moved into relevant domains as follows.
 - The produce unit standards in the *Retail and Wholesale Produce* (Lapsing) domain were moved into the *Retail Produce* domain.
 - Unit standard 11966 was moved from the *Retail and Wholesale Visual Merchandising* (lapsing) domain into the *Retail Produce* domain.
 - Unit standard 11998 was moved from the *Retail and Wholesale Visual Merchandising* (lapsing) domain into the *Retail Delicatessen* domain.
- The credits for unit standards 15957 and 15966 were changed as follows.
 - Unit standard 15957 increased from 3 to 4 credits reflecting extra requirements compared to the similar unit standards 15952 and 15953.
 - Unit standard 15966 increased from 5 to 6 credits reflecting the growing range of products in this area.

- Unit standards that may be relevant to and/or supportive of each unit standard were checked and amended or updated where necessary.
- Legislation relating to each unit standard was checked and updated.
- Definitions were clarified and brought into line with other reviewed Retail ITO unit standards.
- Terminology within each of the unit standards was brought into line with other reviewed Retail ITO unit standards.
- Unit standards were checked for clarity of wording, completeness of coverage, compliance with safety standards and current best practice. In many of the unit standards, this has resulted in significant rewording, reordering, new performance criteria, extension of the ranges in the performance criteria to ensure that the unit standards are applicable in a wider range of situations, eg markets, rather than just supermarkets.
- Unit standard 15970 is now focused on customer service in a delicatessen so it is distinguished from 11938 and similar, general customer service unit standards.

The initial review was carried out by an experienced group established by the National Moderator of the Retail ITO.

The batch of unit standards was sent for endorsement to the major users of the unit standards, Progressive Enterprises and Foodstuffs. Feedback received has all been incorporated in the reviewed unit standards. The batch was also sent to the Horticulture ITO and no changes were required.

Unit standards categorised as category D expire at the end of December 2006.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or Id	Level	Nature of accreditation	Classification or Id	Level
Subfield	Retail and Wholesale	Any	Subfield	Retail, Distribution, and Sales	Same
Domain	Retail and Wholesale Produce	Any	Domain	Retail Produce	Same
Domain	Retail and Wholesale Visual Merchandising	Any	Domains	Merchandising and Marketing Retail Produce Retail Delicatessen	Same
Domain	Retail Delicatessen*	Any	Domain	Retail Delicatessen*	Same

* The domain name is the same within the new subfield.

Impact on Accreditation and Moderation Action Plan (AMAP)

AMAP 0225 was updated to reflect the changes made to the standards.

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The qualifications that are affected are all those that list a lapsing domain name or the parent classification in an elective set.

The following Retail ITO qualifications are affected by the outcome of this review and will be revised/reviewed in 2005.

Qualification title	Classification in the qualification
National Certificate in Retail (Level 2) [Ref: 0993]	Retail and Wholesale Produce Retail and Wholesale Visual Merchandising Retail Delicatessen
National Certificate in Retail (Level 3) [Ref: 0994]	Retail and Wholesale
National Certificate in Retail (Level 4) [Ref: 0995]	Retail and Wholesale
National Certificate in Distribution (Level 4) [Ref: 0992]	Retail and Wholesale

The following qualifications are also affected by the outcome of this review. The standard setting bodies (SSBs) were advised that they require revision to include the replacement classifications in elective sets.

Qualification title	Classification in the qualification	SSB Name
National Certificate in Travel (Level 3) [Ref: 0112]	Retail and Wholesale Visual Merchandising	Aviation, Tourism and Travel Training Organisation
National Certificate in Travel (Level 4) [Ref: 0113]	Retail and Wholesale Visual Merchandising	Aviation, Tourism and Travel Training Organisation
National Certificate in Food Production – Baking (Level 2) [Ref: 0588]	Retail and Wholesale Visual Merchandising	Competenz
National Certificate in Food Production – Baking (Level 3) [Ref: 0589]	Retail and Wholesale Visual Merchandising	Competenz
National Certificate in Food Production – Baking (Craft Baking) (Level 4) [Ref: 0590]	Retail and Wholesale Visual Merchandising	Competenz
National Certificate in Food Production – Baking (Plant Baking) (Level 4) [Ref: 0591]	Retail and Wholesale Visual Merchandising	Competenz
National Certificate in Furniture (Retail and Wholesale) (Level 4) [Ref: 0438]	Retail and Wholesale Visual Merchandising	Furniture Industry Training Organisation
National Certificate in Meat Retailing (Management) [Ref: 0716]	Retail and Wholesale	Retail Meat Industry Training Organisation
National Certificate in Tourism (Guiding) with strands in Excursion Guiding, and Attraction Guiding [Ref: 0901]	Retail and Wholesale	Aviation, Tourism and Travel Training Organisation
National Certificate in Tourism and Travel (Introductory Skills) (Level 2) [Ref: 0875]	Retail and Wholesale	Aviation, Tourism and Travel Training Organisation
National Certificate in Tourism and Travel (Core Skills) (Level 3) [Ref: 0876]	Retail and Wholesale	Aviation, Tourism and Travel Training Organisation

National Certificate in Maritime (Commercial In-shore Passenger Vessel Hospitality Crew Member) [Ref: 0524]	Retail and Wholesale	Competenz
National Certificate in Horticulture (Plant and Garden Supply Retailing) (Level 4) [Ref: 0085]	Retail and Wholesale	Horticulture Industry Training Organisation

Summary of main changes to standards' Ids, classification, titles, levels, and credits

The following summary shows the changes made to the standards as a result of the review. All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the replacement standard carries the same Id and a new version number
B	Changes made, but the overall outcome remains the same - the replacement standard carries the same Id and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new Id
D	Standard will expire and not be replaced

Subfield Retail and Wholesale
Retail, Distribution, and Sales

Id	Domain	Title	Level	Credit	Review Category
15962	Retail Delicatessen	Demonstrate knowledge of characteristics and uses of delicatessen goods Demonstrate knowledge of characteristics and uses of delicatessen products	2	8	B
15963	Retail Delicatessen	Demonstrate knowledge of handling and storage of delicatessen goods Demonstrate knowledge of handling and storage of delicatessen products	2	5	B
15964	Retail Delicatessen	Demonstrate specialist knowledge of dairy products in a delicatessen retail outlet Demonstrate specialist knowledge of dairy products in a delicatessen	4	6	B
15965	Retail Delicatessen	Demonstrate specialist knowledge of bacon, ham, and smallgoods in a delicatessen retail outlet Demonstrate specialist knowledge of bacon, ham, and smallgoods in a delicatessen	4	6	B

Id	Domain	Title	Level	Credit	Review Category
15966	Retail Delicatessen	Demonstrate specialist knowledge of ethnic and health foods in a delicatessen retail outlet Demonstrate specialist knowledge of ethnic and health foods in a delicatessen	4	5 6	B
15967	Retail Delicatessen	Demonstrate specialist knowledge of freshly prepared foods in a delicatessen retail outlet Demonstrate specialist knowledge of freshly prepared foods in a delicatessen	4	6	B
15968	Retail Delicatessen	Set up and maintain delicatessen service cabinets in a retail outlet Set up and maintain delicatessen cabinets	2	4	B
15969	Retail Delicatessen	Set up and maintain delicatessen merchandising displays of pre-packaged foods in a retail outlet Set up and maintain delicatessen merchandising displays for pre-packaged products	2	4	B
15970	Retail Delicatessen	Provide delicatessen service and respond to customer inquiries Provide customer service in a delicatessen	2	4	B
15971	Retail Delicatessen	Prepare and present processed meats in a delicatessen retail outlet Prepare and present processed meats for sale in a delicatessen	3	4	B
15952	Retail and Wholesale Produce Retail Produce	Fill retail produce shelves in a retail or wholesale outlet Present retail produce for sale	2	3	B

Id	Domain	Title	Level	Credit	Review Category
15953	Retail and Wholesale Produce Retail Produce	Refresh retail produce for sale in a retail or wholesale outlet Refresh retail produce	2	3	B
15954	Retail and Wholesale Produce Retail Produce	Demonstrate general knowledge of retail produce Demonstrate knowledge of characteristics and uses of retail produce	2	8	B
15955	Retail and Wholesale Produce Retail Produce	Demonstrate knowledge of handling and storage of retail produce	2	6	B
15956	Retail and Wholesale Produce Retail Produce	Set up and maintain retail produce merchandising displays in a retail or wholesale outlet Set up and maintain retail produce merchandising displays	2	4	B
15957	Retail and Wholesale Produce Retail Produce	Weigh, pack, and label retail produce for sale in a retail or wholesale outlet Weigh, pack, and label retail produce	2	3 4	B
15958	Retail and Wholesale Produce Retail Produce	Store retail produce in a retail or wholesale outlet Store retail produce	2	6	B
15959	Retail and Wholesale Produce Retail Produce	Demonstrate specialist knowledge of greens for retail sale	4	6	B
15960	Retail and Wholesale Produce	Demonstrate specialist knowledge of root crops for retail sale	4	6	D
15961	Retail and Wholesale Produce	Demonstrate specialist knowledge of covered crops for retail sale	4	6	D
11996	Retail and Wholesale Visual Merchandising Retail Produce	Prepare and present fresh fruit and vegetable products for sale	2	2	B
11998	Retail and Wholesale Visual Merchandising Retail Delicatessen	Prepare and present delicatessen products for sale	2	3	B

Subfield Retail, Distribution, and Sales
Domain Retail Produce

Id	Title	Level	Credit	Review Category
21205	Demonstrate specialist knowledge of fruit for retail sale	4	6	New
21206	Demonstrate specialist knowledge of vegetables for retail sale	4	6	New