

- Unit standards that may be relevant to and/or supportive of each unit standard have been checked and amended or updated where necessary.
- Legislation relating to each unit standard has been checked and updated.
- Definitions have been clarified and brought into line with other reviewed Retail ITO unit standards.
- Terminology within each unit standard has been brought into line with other reviewed Retail ITO unit standards.
- Unit standards have been checked for clarity of wording, completeness of coverage, compliance with safety standards and current best practice. This has resulted in rewording, reordering, clarification of sufficiency requirements, rationalisation of elements, new performance criteria, extension of the ranges to ensure the unit standards are applicable in a wider range of situations.
- Unit standard 411 has been designated as expiring because its outcomes are covered in unit standard 61.
- The level of unit standard 11993 has been increased from 2 to 3 to reflect the complexity of the skills involved.
- The classifications in **bold** below have been designated as Lapsed.

| Subfield | Domain |
|-------------------------------------|--|
| Retail and Wholesale | Retail and Wholesale Buying and Management |
| | Retail and Wholesale Customer Service |
| | Retail and Wholesale Frontline Sales |
| Distribution | Retail Sales |
| Storekeeping and Warehousing | Storekeeping and Warehousing Distribution |
| | Storekeeping and Warehousing Safety and Quality |

Unit standards categorised as category C or D expire at the end of December 2007.

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 |
| Subfield | Retail and Wholesale | 2 | Standard | 11993 | 3 |
| Subfield | Distribution | Any | Subfield | Retail, Distribution, and Sales | Same |
| Subfield | Service Sector Skills | Any | Subfield | Retail, Distribution, and Sales | Same |
| Subfield | Storekeeping and Warehousing | Any | Subfield | Retail, Distribution, and Sales | Same |
| Domain | Retail and Wholesale Buying and Management | Any | Domain | Merchandising and Marketing | Same |
| Domain | Retail and Wholesale Buying and Management | 2 | Standard | 11993 | 3 |
| Domain | Retail and Wholesale Customer Service | Any | Domain | Sales Transactions | Same |
| Domain | Retail and Wholesale Frontline Sales | Any | Domain | Sales Transactions | Same |

| Current Accreditation for | | | Accreditation extended to | | |
|---------------------------|---|-------|---------------------------|-------------------------------------|-------|
| Nature of accreditation | Classification or Id | Level | Nature of accreditation | Classification or Id | Level |
| Domain | Retail Sales | Any | Domain | Merchandising and Marketing | Same |
| Domain | Selling Skills | Any | Domain | Sales Transactions | Same |
| Domain | Storekeeping and Warehousing Distribution | Any | Domain | Retail and Distribution Core Skills | Same |
| Domain | Storekeeping and Warehousing Safety and Quality | Any | Domain | Retail and Distribution Core Skills | Same |

Impact on Accreditation and Moderation Action Plan (AMAP)

Unit standards 403, 409 and 413 have been transferred from AMAP 0034 to AMAP 0225.

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 following Retail ITO qualifications are affected by the outcome of this review and will be updated to take account of the changes.

| Qualification title | Classification in the qualification |
|--|---|
| National Certificate in Retail (Level 2) [Ref: 0993] | Retail and Wholesale Frontline Sales, Distribution, Selling Skills. |
| National Certificate in Retail (Level 3) [Ref: 0994] | Distribution, Retail and Wholesale, Selling Skills |
| National Certificate in Retail (Level 4) [Ref: 0995] | Selling Skills, Distribution, Retail and Wholesale |
| National Certificate in Distribution (Level 4) [Ref: 0992] | Retail and Wholesale |

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

| Qualification title | Classification or standard in the qualification | SSB Name |
|---|--|----------|
| National Certificate in Tourism and Travel (Introductory Skills) (Level 2) [Ref: 0875] | Retail and Wholesale | ATTTO |
| National Certificate in Tourism and Travel (Core Skills) (Level 3) [Ref: 0876] | Selling Skills, Retail and Wholesale Frontline Sales | |
| National Certificate in Tourism (Guiding) with strands in Excursion Guiding, and Attraction Guiding [Ref: 0901] | Retail and Wholesale | |
| National Certificate in Travel (Level 4) [Ref: 0113] | Selling Skills, Retail and Wholesale Frontline Sales | |

| Qualification title | Classification or standard in the qualification | SSB Name |
|--|--|---------------------|
| National Diploma in Tourism Conventions and Incentives with strands in Conference Organisation, Convention Bureaux, Incentives, and Venue Sales and Operations [Ref: 0724] | Selling Skills | |
| National Certificate in Food and Related Products Processing (Level 1) [Ref: 0954] | Storekeeping and Warehousing, Retail and Wholesale Customer Service | Competenz |
| National Certificate in Food and Related Products Processing (Level 2) [Ref: 0342] | Retail, Distribution, and Sales, Storekeeping and Warehousing, Retail and Wholesale Customer Service | |
| National Certificate in Food and Related Products Processing (Level 3) [Ref: 0343] | Retail, Distribution, and Sales, Storekeeping and Warehousing, Retail and Wholesale Customer Service | |
| National Certificate in Food and Related Products Processing (Level 4) [Ref: 0344] | Retail, Distribution, and Sales, Storekeeping and Warehousing, Retail and Wholesale Customer Service | |
| National Certificate in Food Production – Baking (Level 2) [Ref: 0588] | Retail and Wholesale Customer Service, Storekeeping and Warehousing, Selling Skills | |
| National Certificate in Food Production – Baking (Level 3) [Ref: 0589] | Retail and Wholesale Customer Service, Storekeeping and Warehousing, Selling Skills | |
| National Certificate in Food Production – Baking (Craft Baking) (Level 4) [Ref: 0590] | Retail and Wholesale Customer Service, Storekeeping and Warehousing, Selling Skills | |
| National Certificate in Food Production – Baking (Plant Baking) (Level 4) [Ref: 0591] | Retail and Wholesale Customer Service, Storekeeping and Warehousing, Selling Skills | |
| National Certificate in Locksmithing (Level 4) [Ref: 0452] | 403 | |
| National Certificate in Manufacturing and Mechanical Engineering (Level 2) [Ref: 0127] | Storekeeping and Warehousing | |
| National Certificate in Manufacturing and Mechanical Engineering (Level 3) [Ref: 0128] | Storekeeping and Warehousing | |
| National Certificate in Manufacturing and Mechanical Engineering (Level 4) [Ref: 0750] | Storekeeping and Warehousing | |
| National Certificate in Maritime (Commercial In-shore Passenger Vessel Hospitality Crew Member) [Ref: 0524] | Retail and Wholesale, 403 | |
| National Certificate in Saw Doctoring (Saw and Tool Maintenance) (Level 3) [Ref: 0810] | Selling Skills | FITEC |
| National Certificate in Solid Wood Processing (Level 3) [Ref: 0808] | Selling Skills | |
| National Certificate in Wood Product Manufacturing (Level 2) [Ref: 0814] | Selling Skills, Retail and Wholesale Frontline Sales | |
| National Certificate in Wood Product Manufacturing (Level 3) [Ref: 0815] | Selling Skills | |
| National Certificate in Wood Product Manufacturing (Level 4) [Ref: 0816] | Selling Skills | |
| National Certificate in Horticulture (Plant and Garden Supply Retailing) (Level 4) [Ref: 0085] | Distribution, Retail and Wholesale | NZ Horticulture ITO |

| Qualification title | Classification or standard in the qualification | SSB Name |
|--|--|--|
| National Certificate in Furniture (Retail and Wholesale) (Level 4) [Ref: 0438] | Retail and Wholesale Buying and Management, Retail and Wholesale Customer Service, Retail and Wholesale Frontline Sales, Storekeeping and Warehousing Distribution, Storekeeping and Warehousing Safety and Quality, 11988, 12005, 12009 | NZ Furniture ITO |
| National Certificate in Beauty Services (Cosmetology) (Level 3) [Ref: 0631] | 403 | NZQA - National Qualifications Services |
| National Certificate in Pharmacy (Assistant) (Level 3) [Ref: 0469] | 403 | Pharmacy Industry Training Organisation |
| National Certificate in Pharmacy (Technician) (Level 5) with strands in Hospital, and Community [Ref: 0423] | 403 | Pharmacy Industry Training Organisation |
| National Certificate in Conservation (Ranger) [Ref: 0797] | Selling Skills | Public Sector Training Organisation |
| National Certificate in Meat Retailing (Management) [Ref: 0716] | Retail and Wholesale | Retail Meat Industry Training Organisation Inc |
| National Certificate in Meat Retailing (Meat Packing) [Ref: 0564] | 11978 | Retail Meat Industry Training Organisation Inc |
| National Certificate in Meat Retailing (Proficient) with optional strands in Boning; Curing, Smoking and Smallgoods; and Retailing [Ref: 0900] | 11978 | Retail Meat Industry Training Organisation Inc |
| National Certificate in Snowsport (Snowsport Equipment) (Level 2) with strands in Retail (Clothing), Retail (Hardware), Introductory Mechanics, and Rental [Ref: 0440] | 403 | Sfrito |
| National Certificate in Snowsport (Level 4) with strands in Retail (Clothing) and Retail (Hardware) [Ref: 0850] | 12009 | Sfrito |
| National Certificate in Snowsport (Ticketing and Customer Service) (Level 3) [Ref: 0859] | 403, Selling Skills, Retail and Wholesale Customer Service, Retail and Wholesale Frontline Sales | Sfrito |
| National Certificate in Snowsport (Ticketing and Customer Services Supervision) (Level 4) [Ref: 0860] | 12009 | Sfrito |

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**. *Italics* denote recommended replacement.

Key to review category

- A** Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number
- B** Changes made, but the overall outcome remains the same - the new version of the 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 Distribution
 Domain Retail Sales
Subfield Retail, Distribution, and Sales
Domain Merchandising and Marketing

| Id | Title | Level | Credit | Review Category |
|-----|---|-------|--------|-----------------|
| 409 | Develop a merchandising plan and stock management system Plan merchandising in a retail or distribution environment | 4 | 3 | B |
| 411 | Operate a sales territory | 3 | 3 | D |
| 61 | <i>Sell goods, and/or services on a consultancy basis</i> | 4 | 6 | |

Subfield Retail, Distribution, and Sales
Domain Retail and Distribution Management

| Id | Title | Level | Credit | Review Category |
|-----|---|-------|--------|-----------------|
| 413 | Manage credit facilities Manage credit facilities in a retail or distribution environment | 4 | 3 | B |

Subfield Retail and Wholesale
 Domain Retail and Wholesale Buying and Management
Subfield Retail, Distribution, and Sales
Domain Merchandising and Marketing

| Id | Title | Level | Credit | Review Category |
|-------|--|--------|--------|-----------------|
| 11993 | Write descriptions of goods for advertising copy in a retail or wholesale environment Write advertising copy in a retail or distribution environment | 2 3 | 5 | B |
| 12005 | Manage checkout merchandising | 4 | 4 | B |

Subfield Retail, Distribution, and Sales
Domain Retail and Distribution Management

| Id | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 11988 | Recover customer debt in a retail or wholesale environment Recover customer debt in a retail or distribution environment | 4 | 5 | B |

Subfield Retail and Wholesale
 Domain Retail and Wholesale Customer Service
Subfield Retail, Distribution, and Sales
Domain Sales Transactions

| Id | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 11990 | Manage servicing contracts for purchased goods in a retail or wholesale environment Complete service contracts for purchased goods in a retail or distribution environment | 2 | 4 | B |

Subfield Retail and Wholesale
 Domain Retail and Wholesale Frontline Sales
Subfield Retail, Distribution, and Sales
Domain Sales Transactions

| Id | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 11987 | Assist customers to select fitted goods | 2 | 5 | B |
| 12009 | Complete a complex retail or wholesale sales transaction Complete complex sales transactions in a retail or distribution environment | 4 | 5 | B |

Subfield Service Sector Skills
 Domain Selling Skills
Subfield Retail, Distribution, and Sales
Domain Sales Transactions

| Id | Title | Level | Credit | Review Category |
|-----|---|-------|--------|-----------------|
| 403 | Handle payments and sales documentation Receive customer payments | 2 | 3 | B |

Subfield Storekeeping and Warehousing
 Domain Storekeeping and Warehousing Distribution
Subfield Retail, Distribution, and Sales
Domain Retail and Distribution Core Skills

| Id | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 11964 | Deliver and install retail goods in customer premises Install goods in customer premises | 3 | 3 | B |

Subfield Storekeeping and Warehousing
Domain Storekeeping and Warehousing Safety and Quality
Subfield Retail, Distribution, and Sales
Domain Retail and Distribution Core Skills

| Id | Title | Level | Credit | Review Category |
|-------|---|-------|--------|-----------------|
| 11978 | Maintain housekeeping in a retail or wholesale outlet Maintain housekeeping in a retail or distribution environment | 1 | 2 | B |