



- Unit standard 11819 is designated expiring because its outcomes are covered in unit standard 379.
- Unit standard 11820 is designated expiring because its outcomes are covered in unit standard 61.
- Unit standard 408 is designated expiring because its outcomes are covered in unit standard 11969.
- The credits for unit standards 410 and 412 have been increased to reflect changes in requirements.
- The credits for unit standard 15954 have been reduced to reflect reduced sufficiency requirements.
- Unit standard 19173 has been designated expiring and a new unit standard has been developed that covers application in a wider range of situations.

### Unit standards categorised as category D expire at the end of December 2008.

#### Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification	Level	Nature of accreditation	Classification or Id	Level
Subfield	Distribution	Any	Subfield	Retail, Distribution, and Sales	Same
	Service Sector Skills	Any	Subfield	Retail, Distribution, and Sales	Same
Domain	Visual Merchandising	Any	Domain	Merchandising and Marketing	Same
Domain	Sales Promotion	Any	Domain	Merchandising and Marketing	Same
				Retail and Distribution Management	Same
Domain	Selling Skills	Any		Sales Transactions	Same
Domain	Service Sector Skills	Any	Domain	Retail and Distribution Management	Same
				Sales Transactions	Same
Domain	Sales	3	Standard	379	3

#### Impact on Accreditation and Moderation Action Plan (AMAP)

AMAP 0225 has been updated to reflect the changes made to the standards.

All registered unit standards covered by AMAP 0034 have now been transferred to AMAP 0225, and AMAP 0034 has been designated as expiring.

#### Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled at the end of this report. See [Appendix – Impact on Qualifications](#).

## 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 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 Visual Merchandising  
**Subfield Retail, Distribution, and Sales**  
**Domain Merchandising and Marketing**

Id	Title	Level	Credit	Review Category
420	Create window displays for retailers and service providers <b>Create window displays in a retail or distribution environment</b>	3	3	B

Subfield Service Sector Skills  
 Domain Sales Promotion

Id	Title	Level	Credit	Review Category
65	Produce a promotion plan for a given product and/or service	4	4	D
66	Produce a final draft for a sales promotion leaflet and/or brochure in a given situation	3	4	D

Subfield Service Sector Skills  
 Domain Sales Promotion  
**Subfield Retail, Distribution, and Sales**  
**Domain Merchandising and Marketing**

Id	Title	Level	Credit	Review Category
63	Promote goods and services on the telephone <b>Promote goods and/or services over the telephone</b>	3	3	B
67	Produce and distribute a sales promotion leaflet and/or brochure <b>Produce and distribute promotional materials in a retail or distribution environment</b>	4	4	B

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

Id	Title	Level	Credit	Review Category
68	Produce a public relations plan <b>Produce and implement a public relations plan</b>	4	4	B

Domain Selling Skills

Id	Title	Level	Credit	Review Category
11819	Assist customers to buy goods and services by in-coming and out-going telephone call	3	4	D
11820	Prepare to make an off-site sales call	4	3	D

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

Id	Title	Level	Credit	Review Category
58	Complete a sales transaction in a given situation <b>Process simple sales transactions in a retail or distribution environment</b>	1	2	B
11821	Negotiate and agree sales and service contracts for service sector operations <b>Negotiate and implement sales contracts</b>	5	4	B

Domain Service Sector Skills  
Subfield Retail, Distribution, and Sales  
Domain Retail and Distribution Management

Id	Title	Level	Credit	Review Category
410	Develop a plan for the location and layout of a store or business <b>Develop a plan for the layout of a store or department in a retail or distribution environment</b>	4	3 4	B

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

Id	Title	Level	Credit	Review Category
412	Operate as a company representative and/or consultant <b>Operate as an organisational representative and/or consultant</b>	3	3 6	B

Subfield Retail, Distribution, and Sales  
 Domain Distribution

<b>Id</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
415	Apply health and safety practices in a distribution facility	3	8	B
11982	Pick and assemble goods using a computerised inventory management system	2	2	B

Domain Retail and Distribution Core Skills

<b>Id</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
408	Interpret legislation for a retail or distribution environment	4	4	D
11968	Maintain and integrate knowledge of legislation applicable to sale of goods and services	2	4	B
11974	Participate in a team in a retail or distribution environment	2	4	B
11999	Demonstrate product knowledge in a specified area in a retail or distribution environment	4	4	B
19583	Demonstrate knowledge of products in a retail or distribution environment	2	4	B

Domain Retail and Distribution Management

<b>Id</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
11969	Maintain and integrate knowledge of legislation applicable in a retail or distribution environment	4	4	B

Domain Retail Produce

<b>Id</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
15954	Demonstrate knowledge of characteristics and uses of retail produce <b>Demonstrate knowledge of retail produce</b>	2	8 6	B

Domain Sales  
 Domain Sales Transactions

<b>Id</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
379	Sell goods and/or services on an in-coming telephone call <b>Sell goods and/or services over the telephone</b>	3	3	B

Domain Sales Transactions

<b>Id</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
11817	Serve customers face to face in a wide range of contexts	3	4	B

Id	Title	Level	Credit	Review Category
11948	Receive returned goods in a retail or distribution environment	2	3	B
12008	Sell goods and/or services in a retail or distribution environment	2	6	B

## Domain Stock Control

Id	Title	Level	Credit	Review Category
19172	Move goods using a manual pallet jack <b>Move goods using a pallet jack</b>	1	1	B
19173	Operate a pallet hoist	2	3	D
<b>23544</b>	<b>Move goods using mechanical equipment in a retail or distribution environment</b>	<b>2</b>	<b>3</b>	<b>New</b>

## Appendix – Impact on Qualifications

<b>Affected</b>	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 when they are next reviewed.

Qualification title	Classification or standard in the qualification
National Certificate in Retail (Level 3) with optional strands in with optional strands in Bicycle Sales and Servicing, Visual Merchandising, Delicatessen, and Produce [Ref: 0994]	<b>Distribution, Sales Promotion, Selling Skills, 63, 65, 66, 379, 420, 15954</b>
National Certificate in Retail (Level 4) [Ref: 0995]	<b>408</b>
National Certificate in Distribution (Level 2) [Ref: 0990]	19172, <b>19173</b>
National Certificate in Distribution (Level 4) [Ref: 09920]	<b>408</b>

The following qualifications are also affected by the outcome of this review. The standard setting bodies (SSBs) have been advised that they require revision.

Qualification title	Classification or standard in the qualification	SSB Name
National Certificate in Rural Servicing (Level 3) [Ref: 1254]	379	Agriculture Industry Training Organisation
National Certificate in Laundry (Washroom Procedures) [Ref: 0580]	<b>Service Sector Skills</b>	Apparel and Textile Industry Training Organisation
National Certificate in Drycleaning (Garment Finishing) [Ref: 0576]	<b>Service Sector Skills</b>	
National Certificate in Drycleaning (Production Assistant) [Ref: 0578]	<b>Service Sector Skills, 58</b>	
National Certificate in Drycleaning (Processing and Stain Removal) [Ref: 0577]	<b>Service Sector Skills</b>	
National Certificate in Laundry (Finishing and Packing) [Ref: 0579]	<b>Service Sector Skills</b>	

Qualification title	Classification or standard in the qualification	SSB Name
National Certificate in Tourism (Guiding) with strands in Excursion Guiding, and Attraction Guiding [Ref: 0901]	<b>Service Sector Skills</b>	Aviation, Tourism and Travel Training Organisation
National Certificate in Tourism and Travel (Introductory Skills) (Level 2) [Ref: 0875]	<b>Service Sector Skills</b>	
National Certificate in Tourism and Travel (Core Skills) (Level 3) [Ref: 0876]	<b>Service Sector Skills, Sales Promotion, Selling Skills</b>	
National Certificate in Travel (Level 4) [Ref: 0113]	<b>Sales Promotion, Selling Skills</b>	
National Diploma in Tourism Conventions and Incentives with strands in Conference Organisation, Convention Bureaux, Incentives, and Venue Sales and Operations [Ref: 0724]	<b>Selling Skills</b>	
National Certificate in Marine Sales and Services (Marine Retailing) (Level 2)	58	Boating Industry Training Organisation
National Certificate in Marine Sales and Services (Marine Retail) (Level 4) [Ref: 0549]	<b>65, 67, 68, 410</b>	
National Certificate in Maritime (Commercial In-shore Passenger Vessel Hospitality Crew Member) [Ref: 0524]	<b>Service Sector Skills, 58</b>	Competenz
National Certificate in Manufacturing and Mechanical Engineering (Level 2) [Ref: 0127]	<b>Service Sector Skills</b>	
National Certificate in Manufacturing and Mechanical Engineering (Level 3) [Ref: 0128]	<b>Service Sector Skills</b>	
National Certificate in Manufacturing and Mechanical Engineering (Level 4) [Ref: 0750]	<b>Service Sector Skills</b>	
National Certificate in Food Production - Baking (Level 2) [Ref: 0588]	<b>Selling Skills</b>	
National Certificate in Food Production - Baking (Level 3) [Ref: 0589]	<b>Selling Skills</b>	
National Certificate in Food Production - Baking (Craft Baking) (Level 4) [Ref: 0590]	<b>Selling Skills</b>	
National Certificate in Food Production - Baking (Plant Baking) (Level 4) [Ref: 0591]	<b>Selling Skills</b>	
National Certificate in Fire Detection and Alarm Systems (Testing) (Level 3) [Ref: 0862]	58	
National Certificate in Hand Operated Fire Fighting Equipment (Level 3) [Ref: 0568]	58	
National Certificate in Fixed Fire Protection Systems (Level 4) [Ref: 0570]	58	
National Certificate in Fixed Fire Protection Systems (Level 3) with strands in Installation, and Testing [Ref: 0863]	58	
National Certificate in Fire Protection Systems Technology (Inspection and Testing) (Level 4) [Ref: 0864]	58	
National Certificate in Fire Detection and Alarm Systems (Level 4) [Ref: 0569]	58	
National Certificate in Contact Centre Operations (Level 3) [Ref: 0643]	379, 11819	

Qualification title	Classification or standard in the qualification	SSB Name	
National Certificate in Solid Wood Processing (Level 3) [Ref: 0808]	<b>Selling Skills</b>	Forest Industries Training and Education Council (FITEC)	
National Certificate in Wood Product Manufacturing (Level 3) [Ref: 0815]	<b>Selling Skills</b>		
National Certificate in Saw Doctoring (Saw and Tool Maintenance) (Level 3) [Ref: 0810]	<b>Selling Skills</b>		
National Certificate in Wood Product Manufacturing (Level 4) [Ref: 0816]	<b>Selling Skills</b>		
National Certificate in Horticulture (Plant and Garden Supply Retailing) (Level 4) [Ref: 0085]	<b>Distribution, Service Sector Skills, 58</b>	New Zealand Horticulture Industry Training Organisation	
National Certificate in Sports Turf (Introduction to Turf Care) (Level 3) [Ref: 0700]	<b>Service Sector Skills</b>	New Zealand Sports Turf Industry Training Organisation	
National Certificate in Sports Turf Management (Level 4) [Ref: 0203]	<b>Service Sector Skills</b>		
National Certificate in Motor Industry (Automotive Servicing) [Ref: 0138]	58	NZ Motor Industry Training Organisation	
National Certificate in Sailmaking [Ref: 0374]	58		
National Certificate in Motor Industry (Automotive Machining) [Ref: 0371]	58		
National Certificate in Motor Industry (Motorcycle Engineering) [Ref: 0015]	58		
National Certificate in Motor Industry (Brake Service Engineering) [Ref: 0096]	58, 379		
National Certificate in Motor Industry (Diesel Fuel Injection Engineering) [Ref: 0139]	58, 379		
National Certificate in Motor Industry (Automotive Service Reception) [Ref: 0676]	379		
National Certificate in Motor Industry (Automotive Technical Supervision) [Ref: 0677]	379		
National Certificate in Motor Industry (Automotive Parts and Accessories Merchandising) [Ref: 0099]	58, 379		
National Certificate in Motor Industry (Automotive Air Conditioning) [Ref: 0002]	58, 379		
National Certificate in Motor Industry (Vehicle Sales) [Ref: 0025]	379		
National Certificate in Motor Industry (Outdoor Power Equipment Servicing) [Ref: 0697]	58, 379		
National Certificate in Motor Industry (Trailer Boat Systems Engineering) (Level 3) [Ref: 0698]	58, 379		
National Certificate in Motor Industry (Service Station Sales) [Ref: 0026]	<b>408, 379</b>		
National Certificate in Dairy Manufacturing (Sales and Service) (Level 3) [Ref: 0748]	379		New Zealand Industry Training Organisation
National Certificate in Tourism Maori (Level 3) [Ref: 1076]	<b>Service Sector Skills</b>		NZQA Māori Qualifications Services
National Diploma in Business Administration (Level 5) [Ref: 0370]	<b>Service Sector Skills</b>	NZQA National Qualifications Services	

Qualification title	Classification or standard in the qualification	SSB Name
National Certificate in Materials Processing (Level 1) with strands in General, Plastics Injection Moulding, Plastics Extrusion, Plastics Blow Moulding, Plastics Thermoforming, Plastics Blown Film Extrusion, Plastics Film Conversion, Plastics Injection Stretch-Blow Moulding, Plastics Rotational Moulding, Plastics Film Slitting, Expanded Polystyrene Moulding, Glass Containers, and Paint Manufacturing [Ref: 1072]	<b>Service Sector Skills</b>	Plastics and Materials Processing Industry Training Organisation Incorporated
National Certificate in Materials Processing (Level 2) with strands in General, Plastics Injection Moulding, Plastics Extrusion, Plastics Blow Moulding, Plastics Pressure Thermoforming, Plastics Vacuum Thermoforming, Plastics Blown Film Extrusion, Plastic [Ref: 1073]	<b>Service Sector Skills</b>	
National Certificate in Conservation (Ranger) [Ref: 0797]	<b>Selling Skills</b>	Public Sector Training Organisation
National Certificate in Public Sector Services (Field/Community Advisors) [Ref: 1106]	<b>65</b>	
National Certificate in Real Estate with strands in Business Sales, Commercial/Industrial Sales, Residential Sales, Rural Sales, Commercial/Industrial Property Management, and Residential Property Management [Ref:0101]	67	REINZ Industry Training Organisation