

FIELD	SERVICE SECTOR
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Review of *Retail and Distribution Management* unit standards

Existing classification

Subfield	Domain	Id
Retail, Distribution, and Sales	Retail and Distribution Management	10457-10471

New classification

Subfield	Domain	Id
Retail, Distribution, and Sales	Wholesale	10457-10471

The Retail Institute has completed the review of the unit standards listed above.

Date new versions published

June 2008

Planned review date

December 2013

Summary of review and consultation process

The unit standards were reviewed in order to facilitate their reclassification into the new Wholesale domain. The opportunity was taken to update them to improve their overall quality.

An initial audit and suitability study of the standards was carried out internally by the Retail ITO. The unit standards were then submitted to regional industry advisory groups, specialists, and other SSBs whose qualifications had been affected by this review, for consultation and feedback. After input from the consultation groups, the unit standards were updated and endorsed by the Distribution Advisory Group.

Main changes resulting from the review

- The reviewed unit standards have been reclassified in the Wholesale domain.
- Legislation relating to each unit standard has been checked and updated.
- Definitions and terminology have been clarified and made consistent with other Retail Institute unit standards.
- Credit value of 10460 increased from 7 to 10.
- Credit value of 10471 increased from 5 to 10 and the level increased from 6 to 7.
- 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 evidence requirements, rationalisation of elements, new performance criteria and extension of ranges to ensure the unit standards are applicable in a wider range of situations.

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, Distribution, and Sales	6	Standard	10471	7
Domain	Retail and Distribution Management	Any	Domain	Wholesale	Same
Domain	Retail and Distribution Management	6	Standard	10471	7

Impact on Accreditation and Moderation Action Plan (AMAP)

AMAP 0225 has been 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

In the following tables qualifications that contain unit standards and classifications in both categories are identified in the *Affected* table, with the items that generated the *Affected* status in **bold**.

The following qualifications are 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 Baking (Level 2) [Ref: 0588]	Retail and Distribution Management	Competenz
National Certificate in Baking (Level 3) [Ref: 0589]	Retail and Distribution Management	
National Certificate in Baking (Instore/Franchise) (Level 4) [Ref: 1267]	Retail and Distribution Management	
National Certificate in Baking (Plant Baking) (Level 4) with strands in Bread, Biscuit, Cake, and Pastry [Ref: 0591]	Retail and Distribution Management	
National Diploma in Marketing with strands in General Marketing, Direct Marketing, International Marketing, Marketing Research, Sales Organisation and Management, Advertising, and Public Relations [Ref: 0424]	10464, 10466, 10467, 10468, 10469, 10471	NZQA
National Diploma in Logistics Operations [Ref: 0960]	Retail and Distribution Management	Tranzqual ITO

The following qualification is not materially affected by the changes. It will be updated when it is next reviewed.

Qualification title	Standard in the qualification	SSB Name
National Certificate in Contact Centre Operations (Level 3) [Ref: 0643]	10458	ElectroTechnology Industry Training Organisation

Review categories and changes to classification, titles level, and credits

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 Retail, Distribution, and Sales
 Domain Retail and Distribution Management
Wholesale

Id	Title	Level	Credit	Review Category
10457	Establish and develop sales client relationships	4	5	B

Id	Title	Level	Credit	Review Category
10458	Communicate product information and provide product support to sales clients Communicate product information to sales clients	4	5	B
10459	Provide sales related services	5	10	B
10460	Produce and present sales proposals	5	7 10	B
10461	Provide sales administration and support services	5	7	B
10462	Coordinate and develop the sales team	5	7	B
10463	Identify and interpret trends in personal selling	5	5	B
10464	Implement personal selling strategies to achieve targetted results	5	10	B
10465	Identify, interpret, and apply direct selling techniques and strategies	5	5	B
10466	Produce and coordinate sales promotion programmes	5	8	B
10467	Produce analyses and budgets for sales operations and activities	6	10	B
10468	Structure, develop, and manage sales territories	6	7	B
10469	Coordinate, develop, and manage the sales team to achieve objectives	6	10	B
10470	Manage sales operations to achieve objectives	7	10	B
10471	Identify sales organisation factors for international operations Identify and evaluate sales organisation factors for international operations	6 7	5 10	B