

FIELD SERVICE SECTOR**Review of Retail, Distribution, and Sales unit standards**

Subfield	Domain	Id
Retail, Distribution, and Sales	Retail and Distribution Management	11965, 11981, 11995
	Sales Transactions	11956
	Stock Control	404, 406, 11958-11960, 11962, 11963, 11966, 11967, 11970, 11972, 11975, 11976, 11986

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

Date new versions published **November 2008**

Planned review date **December 2013**

Summary of review and consultation process

The Retail Institute reviewed these unit standards in view of feedback received from the moderation process, the National Moderator, providers, and industry representatives. Full consultation was undertaken by circulating the unit standards to the Stock Control Advisory Group by email. Comments were received from representatives and any issues raised were resolved. The Advisory Group has endorsed these standards for registration.

There is continued industry demand for these unit standards as a result of new training programmes being made available to industry. The industry has also developed new unit standards to cover loss prevention for inclusion in the Retail and Distribution Core Skills domain.

Main changes resulting from the review

- Unit standard 11970 was replaced by unit standard 24997.
- Titles of unit standards 11958, 11963, 11966, and 11995 were updated.
- New unit standards were registered in the in the Retail and Distribution Core Skills domain. They are listed in a table at the end of this report.

The category C unit standard will expire at the end of December 2011.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or Id	Level	Nature of accreditation	Id	Level
Domain	Stock Control	2+	Standard	24997	2
Standard	11970	2	Standard	24997	2

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 items that generated the *Affected* status in **bold**.

The following Retail Institute qualifications are affected by the outcome of this review and will be reviewed in 2009.

Qualification title	Standard in the qualification
National Certificate in Furniture (Retail and Wholesale) (Level 2) with optional strand in Buying and Selling [Ref: 0437]	11958, 11970

The following Retail Institute qualifications are not materially affected by the changes. They will be updated when they are next reviewed.

Qualification title	Standard in the qualification
National Certificate in Distribution (Level 2) [Ref: 0990]	11958, 11963, 11966
National Certificate in Distribution (Level 3) [Ref: 0991]	11995
National Certificate in Distribution (Level 4) [Ref: 0992]	11995
National Certificate in Retail (Level 4) [Ref: 0995]	11995

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]	11958, 11970	Agriculture Industry Training Organisation
National Certificate in Marine Sales and Services (Marine Retailing) (Level 2) [Ref: 0548]	11970	Boating Industry Training Organisation
National Certificate in Electrical Equipment (Level 2) [Ref: 1298]	11970	ElectroTechnology Industry Training Organisation
National Certificate in Pharmacy (Assistant) (Level 3) [Ref: 0469]	11970	Pharmacy Industry Training Organisation
National Certificate in Meat Retailing (Meat Packing) [Ref: 0564]	11970	Retail Meat Industry Training Organisation
National Certificate in Meat Retailing (Proficient) with optional strands in Boning; Curing, Smoking and Smallgoods; and Retailing [Ref: 0900]	11970	

The following qualifications are not materially affected by the changes. They will be updated when they are next reviewed.

Qualification title	Standard in the qualification	SSB Name
National Certificate in Aeronautical Storekeeping [Ref: 0618]	11958, 11963, 11966	Aviation, Tourism and Travel Training Organisation
National Certificate in Wood Manufacturing Foundation Skills (Level 2) with strands in Pulp and Paper Manufacturing; Solid Wood Manufacturing; Sliced Veneer Operations; Technical Awareness; Wood Handling and Distribution; Wood Panel Manufacturing; and Wood Product Manufacturing [Ref: 1305]	11963, 11966	Forest Industries Training and Education Council (FITEC)
National Certificate in Motor Industry (Automotive Body) with strands in Coachbuilding, Collision Repair, Dismantling and Recycling, Refinishing, and Vehicle Detailing [Ref: 1413]	11958, 11963	NZ Motor Industry Training Organisation (Incorporated)
National Certificate in Motor Industry (Automotive Electrical and Mechanical Engineering) (Level 3) with strands in Electrical and Electronics, Light Vehicle, Motorcycle, Outdoor Power Equipment, and Trailer Boat Systems [Ref: 1421]	11963	
National Certificate in Motor Industry (Sales and Service) with strands in Automotive Parts and Accessories, Automotive Service Reception, Service Station, and Vehicle Sales [Ref: 1380]	11963	
National Certificate in Freight Forwarding (Freight Administration) [Ref: 1243]	11963	
National Certificate in Freight Forwarding (International Freight Forwarding) [Ref: 1244]	11995	Tranzqual ITO

Review Categories and changes to classification, title, 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

Id	Title	Level	Credit	Review Category
11965	Plan and prepare for, and manage, a stocktake in a retail or distribution environment	4	5	B

Id	Title	Level	Credit	Review Category
11981	Plan and control stock storage areas in a retail or distribution environment	4	3	B
11995	Protect safety of personnel, plant, and property in a retail or distribution environment Protect personnel, plant, and property in a retail or distribution environment	4	4	B

Domain Sales Transactions

Id	Title	Level	Credit	Review Category
11956	Prepare a float and reconcile sales records and takings in a retail or distribution environment	3	3	B

Domain Stock Control

Id	Title	Level	Credit	Review Category
404	Prepare, package, and price goods for sale	2	2	B
406	Maintain and take care of stock	2	4	B
11958	Demonstrate knowledge of stock control procedures in a retail or distribution environment Demonstrate knowledge of stock management procedures and systems in a retail or distribution environment	2	4	B
11959	Order goods to meet pre-set stock levels in a retail or distribution environment	3	2	B
11960	Receive inwards goods in a retail or distribution environment	3	2	B
11962	Fill shelves in a retail or distribution environment	2	2	B
11963	Dispatch goods in a retail or distribution environment Dispatch goods within an agreed timeframe in a retail or distribution environment	2	4	B
11966	Count stock in a retail or distribution environment Count and record stock in a retail or distribution environment	2	2	B
11967	Manage redundant and obsolescent stock in a retail or distribution environment	3	4	B
11972	Move goods manually and record stock movement in a retail or distribution environment	1	2	B
11975	Pick and assemble goods for dispatch in a retail or distribution environment	2	3	B
11976	Access and provide information using a computerised inventory management system in a retail or distribution environment	3	4	B
11986	Establish and maintain stock levels in a retail or distribution environment	4	4	B

Id	Domain	Title	Level	Credit	Review Category
11970	Stock Control	Demonstrate knowledge of loss prevention techniques in a retail or distribution environment	2	3	C
24997	Retail and Distribution Core Skills	Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	5	

Domain Retail and Distribution Core Skills

Id	Title	Level	Credit	Review Category
24996	Explain the legal definitions and consequences of theft and fraud in a retail or distribution environment	3	3	New
24998	Identify and monitor suspicious behaviour by customers and deter theft and fraud in a retail or distribution environment	2	4	New
24999	Explain practices to detect and reduce staff theft and fraud in a retail or distribution environment	3	4	New
25000	Demonstrate knowledge of security systems and procedures used in a retail or distribution environment	2	3	New
25001	Describe, operate and maintain security systems and equipment in a retail or distribution environment	3	5	New
25002	Train staff in loss prevention in a retail or distribution environment	4	8	New