

Field Service Sector**Review of *Retail and Distribution Core Skills* unit standards**

Subfield	Domain	ID
Retail, Distribution, and Sales	Retail and Distribution Core Skills	402, 405, 407, 11939-11941, 11961, 11964, 11968, 11971, 11974, 11978, 11991, 11999, 12003, 19583

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

Date new versions published

April 2011

Planned review date

December 2016

Summary

In view of their planned review cycle, the standards listed above have been reviewed by the Retail Industry Advisory Group to take account of feedback from industry, providers, other Industry Training Organisations who assess against these standards, Training Advisors, Assessors, Resource Writers and from the moderation of the standards.

The review reaffirmed that most the standards were still assessable, met industry needs and needed only minor changes to clarify the sufficiency of evidence required, clarify the standard required from the outcome and to improve upon the consistent use of terminology and definitions applicable to retail.

Main changes

- The sufficiency of evidence required was made consistent on all standards to state that evidence for two different situations or type was sufficient.
- Standards 11939 and 11940 were merged and replaced by a new standard to avoid duplication of similar outcomes.
- Standard 11941 was expanded to include face to face and telephone interactions and the title was changed.
- Titles of standards 11968 and 12003 were updated to clarify the overall outcome.
- Outcome 3 of 11971 was deleted as trainees had difficulty with evidence collection. Relevant knowledge about occupational overuse syndrome (OOS) was integrated in Outcome 2.
- Level of standard 11971 was increased from 1 to 2 to reflect consistency with other similar standards on the DAS and to reflect the assessment evidence requirements.
- A new Evidence Requirement (1.6) about workplace health and safety was added to standard 11978.
- Range statement in standard 11991 (1.1) was updated.
- The terms 'specified area' in the outcome statements of standard 11999 was not consistently interpreted and was changed to 'specified department' with the definition of the term added to the Explanatory Notes.
- Definition of terms was added to standards 405 and 12003.
- Evidence requirements were updated on standard 11583 to clarify the nature of evidence expected.

Category C unit standards will expire at the end of 31 December 2014.

Impact on existing organisations with consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	ID	Level
Domain	Retail and Distribution Core Skills	1	Standard	11971, 11991	2
Standard	11939, 11940	3	Standard	27229	3

Impact on registered qualifications

Key to type of impact	
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 Institute qualifications are impacted by the outcome of this review and will be updated when they are reviewed in 2011. The classifications and/or standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	Classification or ID
0990	National Certificate in Distribution (Level 2)	11971
0991	National Certificate in Distribution (Level 3)	11939
0993	National Certificate in Retail (Level 2)	11941, 11968, 11971
0994	National Certificate in Retail (Level 3) with optional strands in Bicycle Sales and Servicing; Garden Retail; Visual Merchandising; Delicatessen; and Produce	11968
1511	National Certificate in Retail (Loss Prevention) (Level 2)	11941

The following table identifies qualifications developed by other SSBs that are impacted by the outcome of this review. The SSBs have been advised that the qualifications require revision. The classifications and/or standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	Classification or ID	SSB Name
1254	National Certificate in Rural Servicing (Level 3)	11939, 11940	Agriculture Industry Training Organisation
0578	National Certificate in Drycleaning (Production Assistant)	11939, 11940	Apparel and Textile Industry Training Organisation
0618	National Certificate in Aeronautical Storekeeping	11971	Aviation Travel and Tourism Training Organisation
1495	National Certificate in Aviation (Core Skills) (Level 3)	12003	
1469	National Certificate in Electrical Equipment (Level 3)	11940, 11968	Electro Technology Industry Training Organisation
1316	National Certificate in Composting (Level 3)	12003	NZ Extractive Industry Training Organisation
0748	National Certificate in Dairy Manufacturing (Sales and Service) (Level 3)	11939, 11940	NZ Industry Training Organisation
0548	National Certificate in Marine Sales and Services (Marine Retail and Distribution) (Level 2)	11941, 12003	NZ Marine Industry Training Organisation
1472	National Certificate in Marine Sales and Services (Marine Retail and Distribution) (Level 4)	11939, 11940, 11968, 11971	
1341	National Certificate in Industrial Textile Fabrication (Level 4) with strands in Canvas Fabrication; Sailmaking; and Vehicle Trimming and Upholstery	11968	Motor Industry Training Organisation
0469	National Certificate in Pharmacy (Assistant) (Level 3)	11940	Pharmacy Industry Training Organisation
0270	National Certificate in Meat Retailing (Curing, Smoking and Smallgoods Manufacture)	11941	Retail Meat Industry Training Organisation
1582	National Certificate in Meat Retail Butchery (Cabinet and Shelf Ready)	11941	
1583	National Certificate in Meat Retailing with strands in Consumer Ready, and Meat Packing	11941, 11971, 11978	

1584	National Certificate in Meat Retail Butchery (Introductory)	11941	
1585	National Certificate in Meat Retail Butchery (Advanced) with an optional strand in Curing, Smoking and Smallgoods Manufacture	11940	
0440	National Certificate in Snowsport Equipment	11941	Skills Active Aotearoa Limited
1243	National Certificate in Freight Forwarding (Freight Administration)	11939	Tranzqual Industry Training Organisation

Detailed list of unit standards – 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

Service Sector > Retail, Distribution, and Sales > Retail and Distribution Core Skills

ID	Title	Level	Credit	Review Category
402	Demonstrate knowledge of the retail sector in New Zealand	2	2	B
405	Demonstrate knowledge of consumerism	2	3	B
407	Perform business calculations in a retail or distribution environment	4	6	B
11939	Respond to customer's complaints by telephone in a retail or distribution environment	3	3	C
11940	Respond to customers' complaints face to face in a retail or distribution environment	3	4	C
27229	Respond to customers' complaints in a retail or distribution environment during customer interactions	3	4	
11941	Build rapport with customers Establish and maintain positive customer service interactions	2	2	B
11961	Handle and store hazardous substances in a retail or distribution environment	3	4	B
11964	Install goods in customer premises	3	3	B
11968	Maintain and integrate knowledge of legislation applicable to sale of goods and services Demonstrate and integrate knowledge of legislation applicable to sale of goods and services	2	4	B
11971	Use safe work practices in a retail or distribution environment	1 2	3	B

ID	Title	Level	Credit	Review Category
11974	Participate in a team in a retail or distribution environment	2	4	B
11978	Maintain housekeeping in a retail or distribution environment	1	2 3	B
11991	Demonstrate knowledge of sales policies and procedures in a retail or distribution environment	1 2	2	B
11999	Demonstrate product knowledge in a specified area in a retail or distribution environment	4	4	B
12003	Demonstrate knowledge of buying and selling in a retail or distribution environment Demonstrate knowledge of buying and selling processes in a retail or distribution environment	2	4	B
19583	Demonstrate knowledge of products in a retail or distribution environment	2	4	B