

Field Service Sector**Review of Sales Transactions unit standards**

Subfield	Domain	ID
Retail, Distribution, and Sales	Sales Transactions	58, 61, 403, 412, 11817, 11821, 11831, 11938, 11942, 11944-11948, 11955, 11956, 11987, 11990, 12004, 12008-12010, 20248

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 and the Sales Advisory Groups 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 of 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, to include legislation where this was not stated and to improve upon the consistent use of terminology applicable to retail.

Main changes

- The evidence requirement (ER) was made consistent on all standards to state that evidence for two different situations or type is sufficient.
- Definitions on standards 11831, 11944, 11945, 11955, 11987 and 12009 were updated.
- Title of standard 61 updated. ERs 1.1 and 1.2 were merged and other ERs re-numbered, 2.3 and 2.4 were merged and other ERs re-numbered, 3.3 and 3.4 were merged, 4.1 and 4.2 were merged and other ERs re-numbered.
- Standard 412 was designated expiring and will not be replaced as it no longer met industry needs and had minimal usage.
- In standard 11817 some ERs have been merged to avoid repetition of similar ERs. E.g. 2.2, 2.3, 2.4 and 2.5 were merged with 2.2. Former 2.7 was re-numbered 2.3.
- Standard 11821 was designated expiring and will not be replaced due to non usage.
- Credit for standard 11938 increased from 2 to 3 to reflect the time taken for learning and assessment due to the inclusion of an additional Outcome 4.
- Outcome statements on standards 58, 61, 11938, 11946-11948, 11955, 11956, 11987, 11990, 12004, 12008-12010 and 20248 were updated to clarify that the industry standard required is in accordance with organisational procedures.
- New outcome 4 on completing documentation was added to standard 11938.
- Title of standard 11955 was amended to reflect the overall outcome.
- Standard 12008 was amended to include the legislation relevant to the standard.
- Standard 20248 was amended to include the legislation applicable to the standard.

- Range statements were updated in standards 11938 (range for ER 1.3 and 2.3), 11946 (range for ER 2.3), 11947 (range for ER 2.3), 12004 (range for ER 1.2 and 2.2), 12009 (range for ER 2.2).
- Minor content changes were made as necessary for consistent use of terminology.

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

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 Industry Training Organisation qualification is affected by the outcome of this review and will be updated when it is reviewed in 2011.

Ref	Qualification Title	Classification or ID
0995	National Certificate in Retail (Level 4)	61

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 standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	Classification or ID	SSB Name
0578	National Certificate in Drycleaning (Production Assistant)	58	Apparel and Textile Industry Training Organisation
0568	National Certificate in Hand Operated Fire Fighting Equipment (Level 3)	58	Competenz
0452	National Certificate in Locksmithing		
1136	National Certificate in Maritime (Commercial Inshore Vessel Operations) with an optional strand in Business Operations		
1469	National Certificate in Electrical Equipment (Level 3)	412	Electro Technology Industry Training Organisation
0104	National Certificate in Telecommunications (Sales and Service) (Level3) with strands in Sales, and Support	61	
0548	National Certificate in Marine Sales and Services (Marine Retail and Distribution) (Level 2)	58, 11938	NZ Marine Industry Training Organisation
1472	National Certificate in Marine Sales and Services (Marine Retail and Distribution) (Level 4)	412, 11821	
1340	National Certificate in Industrial Textile Fabrication (Level 3) with strands in Canvas Fabrication; Sailmaking; and Vehicle Trimming and Upholstery	58	NZ Motor Industry Training Organisation

1421	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	11938	
0270	National Certificate in Meat Retailing (Curing, Smoking and Smallgoods Manufacture)	11938	Retail Meat Industry Training Organisation
1583	National Certificate in Meat Retailing with strands in Consumer Ready, and Meat Packing		
1585	National Certificate in Meat Retail Butchery (Advanced) with an optional strand in Curing, Smoking and Smallgoods Manufacture		
1582	National Certificate in Meat Retail Butchery (Cabinet and Shelf Ready)		
1584	National Certificate in Meat Retail Butchery (Introductory)		

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 > Sales Transactions

ID	Title	Level	Credit	Review Category
58	Process simple sales transactions in a retail or distribution environment Process simple sales transactions in a retail or distribution environment in accordance with organisational procedures	1	2	B
61	Sell goods and/or services on a consultancy basis Sell goods and or services using a customer focussed business relationship	4	6	B
403	Receive customer payments	2	3	B
412	Operate as an organisational representative and/or consultant	3	6	D
11817	Serve customers face to face in a wide range of contexts	3	4	B
11821	Negotiate and implement sales contracts	5	4	D
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6	B
11938	Assist customers to select goods and/or services face to face	2	2 3	B

ID	Title	Level	Credit	Review Category
11942	Demonstrate knowledge of customers' shopping and buying motives	2	3	B
11944	Complete foreign currency sales transactions in a retail or distribution environment	3	2	B
11945	Process layby sales	2	3	B
11946	Pack customer purchases in a retail or distribution environment	1	1	B
11947	Gift wrap customer purchases	1	2	B
11948	Receive returned goods in a retail or distribution environment Receive and process returned goods in a retail or distribution environment	2	3	B
11955	Count and prepare takings for banking in a retail or distribution environment Demonstrate cash handling skills for banking in a retail or distribution environment	2	2	B
11956	Prepare a float and reconcile sales records and takings in a retail or distribution environment	3	3	B
11987	Assist customers to select fitted goods	2	5	B
11990	Complete service contracts for purchased goods in a retail or distribution environment	2	4	B
12004	Complete customer hire purchase applications	2	2	B
12008	Sell goods and/or services in a retail or distribution environment	2	6	B
12009	Complete complex sales transactions in a retail or distribution environment	4	5	B
12010	Complete customer account applications in a retail or distribution environment	2	2	B
20248	Complete checkout sales transactions	2	2	B