

Field Service Sector**Review of Sales Transactions unit standard 379**

Subfield	Domain	ID
Retail, Distribution, and Sales	Sales Transactions	379

The Retail Institute has completed the review of the unit standard above.

Date new versions published

March 2011

Planned review date

December 2015

Summary

In view of its planned review cycle, the standard listed above has 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 this standard, Training Advisors, Assessors, resource writers and from the moderation of this standard.

The reviewed standard was replaced by a new standard in Sales negotiation. The Retail Institute also developed other new standards for registration in the domain of Sales.

Main changes

- Standard 379 has been replaced with the new *Sales* standard 26862.

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

Impact on existing accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or ID	Level	Nature of accreditation	ID	Level
Domain	Sales Transactions	3	Standard	26862	3
Standard	379	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 table identifies qualifications developed by other SSBs that are affected by the outcome of this review. The SSBs have been advised that the qualifications require revision.

Ref	Qualification Title	ID	SSB Name
1254	National Certificate in Rural Servicing (Level 3)	379	Agriculture Industry Training Organisation
1481	National Certificate in Travel (Level 3) with strands in Retail Travel, and Wholesale Travel	379	Aviation, Tourism and Travel Training Organisation
643	National Certificate in Contact Centre Operations (Level 3)	379	ElectroTechnology Industry Training Organisation
1340	National Certificate in Industrial Textile Fabrication (Level 3) with strands in Canvas Fabrication; Sailmaking; and Vehicle Trimming and Upholstery	379	NZ Motor Industry Training Organisation (Incorporated)
1380	National Certificate in Motor Industry (Sales and Service) with strands in Automotive Parts and Accessories, Automotive Service Reception, Service Station, and Vehicle Sales	379	
0748	National Certificate in Dairy Manufacturing (Sales and Service) (Level 3)	379	New Zealand 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

ID	Domain	Title	Level	Credit	Review Category
379	Sales Transaction	Sell goods and/or services over the telephone	3	3	C
26862	Sales	Negotiate sales in one-on-one situations	3	4	

Service Sector > Retail, Distribution, and Sales > Sales

ID	Title	Level	Credit	Review Category
26857	Apply knowledge of target markets, buyer behaviour and marketing mix to sales situations	3	10	New
26858	Examine sales roles and produce a personal development plan for a career in sales	3	4	New
26859	Apply knowledge of business performance measures to sales situations	3	4	New
26860	Manage buyer resistance in sales situations	3	4	New
26861	Apply sales skills and tools to sales situations	3	10	New
26863	Demonstrate knowledge of business ethics and corporate social responsibility as they apply to sales professionals	3	4	New
26864	Apply knowledge of the sales process to sales situations	3	6	New
26865	Apply knowledge of customer focused business relationships to sales situations	3	4	New
26866	Manage and facilitate sales negotiations	4	6	New
26867	Analyse customer decision making processes and communicate with the Decision Making Unit (DMU) in sales situations	4	4	New
26868	Apply knowledge of customer segmentation techniques to sales situations	4	3	New
26869	Analyse and apply process and relationship sales methodologies	4	6	New
26870	Search for, analyse and apply sales related information	4	5	New
26871	Improve business performance in sales roles	4	8	New
26872	Manage a sales territory	4	4	New
26873	Develop, submit and evaluate sales proposals	4	6	New
26874	Assist customers to obtain finance in sales situations	4	3	New
26875	Use prospecting to develop new business and use a sales pipeline effectively	4	3	New
26876	Prepare and conduct sales meetings with prospects or clients	4	4	New