

FIELD SERVICE SECTOR

Review of *Retail and Sales* qualifications

National Certificate in Retail (Level 2) [Ref: 0993]
 National Certificate in Retail (Level 4) [Ref: 0995]
 National Certificate in Retail (Loss Prevention) (Level 2) [Ref: 1511]
 National Certificate in Retail (Loss Prevention) (Level 3) [Ref: 1512]
 National Certificate in Sales (Level 3) [Ref: 1649]
 National Certificate in Sales (Level 4) [Ref: 1650]
 National Certificate in Retail (Level 3) [Ref: 1689]

ServicelQ has completed the mandatory review of the qualifications listed above.

Replacement qualifications

New Zealand Certificate in Retail (Customer Service and Sales Support) (Level 2) [Ref: 2234]
 New Zealand Certificate in Retail (Level 3) [Ref: 2235]
 New Zealand Certificate in Retail (Level 4) [Ref: 2236]
 New Zealand Certificate in Sales (Level 3) [Ref: 2237]
 New Zealand Certificate in Sales (Level 4) with an optional endorsement in Sales Prospecting [Ref: 2238]

Date new versions published

December 2013

The next qualification review is planned to take place during 2018.

Summary of review and consultation process

The Retail and Sales qualifications have been reviewed as part of the Targeted Review of Qualifications (TRoQ) process. The mandatory review involved extensive consultation with stakeholders working in and with the industry. Consultation included meetings to discuss the need to review the qualifications, and subsequent meetings considered the proposed content of the new qualifications.

Industry confirmed the on-going need for a suite of qualifications in this area that would recognise graduate capabilities and provide an education pathway for trainees.

The existing National qualifications have been replaced by five New Zealand qualifications, as detailed below.

Main changes resulting from the review

National Certificate in Retail (Level 2) [Ref: 0993]
 National Certificate in Retail (Loss Prevention) (Level 2) [Ref: 1511]
New Zealand Certificate in Retail (Customer Service and Sales Support) (Level 2) [Ref: 2234]

Review category	C	See Key to Qualification Review Categories at the end of report
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National Certificate in Retail (Loss Prevention) (Level 3) [Ref: 1512]

National Certificate in Retail (Level 3) [Ref: 1689]

New Zealand Certificate in Retail (Level 3) [Ref: 2235]

Review category	C	See Key to Qualification Review Categories at the end of report
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National Certificate in Retail (Level 4) [Ref: 0995]

New Zealand Certificate in Retail (Level 4) [Ref: 2236]

Review category	C	See Key to Qualification Review Categories at the end of report
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National Certificate in Sales (Level 3) [Ref: 1649]

New Zealand Certificate in Sales (Level 3) [Ref: 2237]

Review category	C	See Key to Qualification Review Categories at the end of report
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National Certificate in Sales (Level 4) [Ref: 1650]

New Zealand Certificate in Sales (Level 4) with an optional endorsement in Sales Prospecting [Ref: 2238]

Review category	C	See Key to Qualification Review Categories at the end of report
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Transition

Trainees currently enrolled in programmes leading to the replaced qualifications may either complete the requirements by 31 December 2018 or transfer to the new replacement qualification.

The last date for entry into programmes leading to the replaced qualifications is 31 December 2016. The last date for award of the replaced qualifications is 31 December 2018 at which time they will be designated as **discontinued**.

It is the intention of ServiceIQ that no existing trainee should be disadvantaged by these transition arrangements. Any person who considers they have been disadvantaged may appeal to:

ServiceIQ
PO Box 25522
Wellington 6146

Telephone 0800 863693
Fax 04 8175399
Email intel@serviceiq.org.nz

Key to Qualification Review Categories

Category A The qualification is published as a new version with the same NQF ID	Changes are made to SSB name, contact details or purpose statement
	No change is made to title, rules or components of the qualification
	No transition arrangements are required
Category B The qualification is published as a new version with the same NQF ID	Changes are made to title, rules or components
	The new version of the qualification recognises a similar skill set to that recognised by the previous version
	The SSB is confident that people awarded the new or previous version are comparable in terms of competence
	Transition arrangements are required if candidates must gain additional/different credits for the new version
Category C A new (replacement) qualification is published with new NQF ID	Significant changes are made to the qualification in terms of components, structure, type or level
	The SSB views people with the replacement qualification as being significantly different in terms of competence from those with the replaced qualification
	Transition arrangements are required
	Transition may be limited to phase-out dates
Category D Qualification will expire. There is no replacement qualification	Qualification is no longer required by industry
	The qualification is designated as expiring and a last date for meeting the qualification requirements is set