

Field Service Sector**Revision and Rollover of *Retail, Distribution and Sales* unit standards**

Subfield	Domain	ID
Retail Distribution and Sales	Retail and Distribution Core Skills	11941,11968,11971,11974,19583, 24997, 24998
	Sales Transactions	11942
	Stock Control	406

ServiceIQ has completed the revision of the unit standards listed above.

Date new versions published**October 2013****Planned review dates**

Standards 406, 24997, and 24998

31 December 2015

Standards 11941, 11942, 11968, 11971, 11974, 19583

31 December 2016**Summary**

Moderation of assessment has shown that these standards required various improvements, including clarifying the amount of evidence required, and making them more relevant to the circumstances of retail and distribution environments. The changes are technical and for clarification. There is no significant change to the outcomes of the standards. The following unit standards were revised and rolled over with the planned review date of 31 December 2015: 406, 24997, and 24998.

Main changes

- The wording of outcomes, evidence requirements, and ranges of unit standards 406, 11941, 11942, 11968, 11971, 11974, 19583, 24997, 24998 was updated for clarity and to be realistically applicable to workplace circumstances.
- Titles of unit standards 11941, 11942, 11968, and 24998 were altered.
- Recommended entry requirements were removed from unit standard 11941.

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 impacted by the outcome of this revision. The SSBs have been advised that the qualifications require revision. The qualifications listed are not materially affected.

Ref	Qualification Title	Classification or ID	SSB Name
0548	National Certificate in Marine Sales and Services (Marine Retail and Distribution) (Level 2)	11941	NZ Marine Industry Training Organisation
1472	National Certificate in Marine Sales and Services (Marine Retail and Distribution) (Level 4)	11968	
1680	National Certificate in Marina Operations and Services (Level 3) with strands in Administration, and Operations	11968	
1341	National Certificate in Industrial Textile Fabrication (Level 4) with strands in Canvas Fabrication; Sailmaking; and Vehicle Trimming and Upholstery	11968	NZ Motor Industry Training Organisation (Incorporated)
0440	National Certificate in Snowsport Equipment	11941	Skills Active Aotearoa Limited
1469	National Certificate in Electrical Equipment (Level 3)	11968	The Skills Organisation

Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

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

ID	Title	Level	Credit
11941	Establish and maintain positive customer service interactions Establish and maintain positive customer service interactions in a retail or distribution context	2	2
11968	Demonstrate and integrate knowledge of legislation applicable to sale of goods and services Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4
11971	Use safe work practices in a retail or distribution environment	2	3
11974	Participate in a team in a retail or distribution environment	2	4
19583	Demonstrate knowledge of products in a retail or distribution environment	2	4
24997	Demonstrate knowledge of theft and fraud in a retail or distribution environment	2	5
24998	Identify and monitor suspicious behaviour by customers and deter theft and fraud in a retail or distribution environment Identify suspicious behaviour by customers and deter theft and fraud in a retail or distribution environment	2	4

Service Sector > Retail, Distribution, and Sales > Sales Transactions

ID	Title	Level	Credit
11942	Demonstrate knowledge of customers' shopping and buying motives Demonstrate knowledge of customer shopping and buying motives	2	3

Service Sector > Retail, Distribution, and Sales > Stock Control

ID	Title	Level	Credit
406	Maintain and take care of stock	2	4