

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

Subfield	Domain	ID
Retail, Distribution, and Sales	Retail and Distribution Core Skills	402, 405, 407, 11941, 11964, 11968, 11971, 11974, 11978, 11991, 11999, 12003, 19583, 27229
	Sales Transactions	58, 61, 403, 11817, 11831, 11938, 11942, 11944-11948, 11955, 11956, 11987, 11990, 12004, 12008-12010, 20248,

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

Date new versions published

21 May 2015

Planned review date

31 December 2019

Summary

Some of the unit standards in the Retail and Distribution Core Skills domain and all of the standards in the Sales Transactions domain have been reviewed to meet the requirements of the programmes developed for the new retail qualifications. The remaining unit standards in the Retail and Distribution Core Skills domain will be reviewed when an advisory group specialising in loss prevention is convened later in 2015.

The reviewed unit standards were endorsed by the industry and provider representatives in March 2014 and further endorsed after initial evaluation.

Main changes

- Titles have been amended on four unit standards to reflect the amended target audience.
- The levels for unit standards 11978 and 12003 have been increased, and the level for unit standard 12009 has been decreased.
- Eight unit standards have been replaced by six new unit standards.
- Three new unit standards have been developed.
- Sixteen unit standards have been designated as expiring.
- Amendments have been made to outcomes, evidence requirements, explanatory notes and range statements.

The last date for assessment of the superseded version of these standards is 31 December 2016. Results will not be accepted where the assessment date is after the last date for assessment of the superseded version of the standard.

Category C and D unit standards will expire at the end of December 2016

Impact on existing organisations with consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	Classification or ID	Level
Subfield	Retail, Distribution, and Sales	1	Standard	11978	2
Domain	Retail and Distribution Core Skills	1	Standard	11978	2
Domain	Sales Transactions	2 or above	Standard	28298	2
Domain	Sales Transactions	3 or above	Standard	28299	3
Standards	58, 11942	2	Standard	28295	2
Standards	403, 11955	2	Standard	28298	2
Standard	407	4	Standard	28300	4
Standard	11956	3	Standard	28299	3
Standard	11999	4	Standard	28303	4
Standards	19583	2	Standard	28301	2

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	C
28300	Supervise and maintain cash handling procedures in a retail environment	4	10	
11941	Establish and maintain positive customer service interactions in a retail or distribution environment Establish and maintain positive customer service interactions in a retail environment	2	2	B
11964	Install goods in customer premises	3	3	D
11968	Demonstrate and apply knowledge of legislation applicable to sale of goods and services	2	4	B
11971	Use safe work practices in a retail or distribution environment Use safe work practices in a retail environment under supervision	2	3	B

ID	Title	Level	Credit	Review Category
11974	Participate in a team in a retail or distribution environment	2	4	D
11978	Maintain housekeeping in a retail or distribution environment Maintain housekeeping in a retail environment	1 2	3	B
11991	Demonstrate knowledge of sales policies and procedures in a retail or distribution environment	2	2	D
11999	Demonstrate product knowledge in a specified department in a retail or distribution environment	4	4	C
28303	Coordinate product information and placement in a retail environment	4	10	
12003	Demonstrate knowledge of buying and selling processes in a retail or distribution environment Demonstrate knowledge of buying processes in a retail or distribution environment	2 3	4 3	B
19583	Demonstrate knowledge of products in a retail or distribution environment	2	4	C
28301	Demonstrate knowledge of product information in a retail environment	2	5	
27229	Respond to customers' complaints in a retail or distribution environment during customer interactions	3	4	D
28297	Monitor and coordinate customer service in a retail environment	4	8	New
28302	Apply product information to selling goods in a retail environment	3	10	New
28306	Monitor and maintain customer relationships in a retail environment	4	10	New

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 in accordance with organisational procedures	1	2	C
11942	Demonstrate knowledge of customer shopping and buying motives	2	3	C
28295	Demonstrate knowledge of serving customers in a retail environment	2	5	
61	Sell goods and/or services using a customer focussed business relationship	4	6	B
11817	Serve customers face to face in a wide range of contexts	3	4	D
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6	D
11938	Assist customers to select goods and/or services face to face Assist customers to select goods and/or services	2	3 5	B

ID	Title	Level	Credit	Review Category
11944	Complete foreign currency sales transactions in a retail or distribution environment	3	2	D
11945	Process layby sales	2	3	D
11946	Pack customer purchases in a retail or distribution environment	1	1	D
11947	Gift wrap customer purchases	1	2	D
11948	Receive and process returned goods in a retail or distribution environment	2	3	D
11987	Assist customers to select fitted goods	2	5	D
11990	Complete service contracts for purchased goods in a retail or distribution environment	2	4	D
12004	Complete customer hire purchase applications	2	2	D
12008	Sell goods and/or services in a retail or distribution environment	2	6	D
12009	Complete complex sales transactions in a retail or distribution environment Complete sales transactions in a retail or distribution environment	4 3	5	B
12010	Complete customer account applications in a retail or distribution environment	2	2	D
20248	Complete checkout sales transactions	2	2	B

Service Sector > Retail, Distribution, and Sales

ID	Classification	Title	Level	Credit	Review Category
403	Sales Transactions	Receive customer payments	2	3	C
11955	Sales Transactions	Demonstrate cash handling skills for banking in a retail or distribution environment	2	2	C
28298	Retail and Distribution Core Skills	Demonstrate knowledge of cash handling in a retail environment	2	3	
11956	Sales Transactions	Prepare a float and reconcile sales records and takings in a retail or distribution environment	3	3	C
28299	Retail and Distribution Core Skills	Prepare cash for banking in a retail environment	3	5	