

Field Service Sector**Reinstatement of *Retail, Distribution, and Sales* unit standard**

Subfield	Domain	ID
Retail, Distribution, and Sales	Retail and Distribution Core Skills	27229

ServiceIQ has completed the Review of the unit standards listed above. The reinstated unit standard is listed in bold above.

Date new versions published

September 2015

Planned review date

December 2020

Summary

Unit standard 27229 was designated expiring in May 2015 with the last date for assessment set at 31 December 2016.

The knowledge and skills covered by this unit standard were to be covered by a proposed new standard. However, this unit standard was not published due to its overlap with another proposed unit standard. Without the realisation of the SSB, the other standard was not approved and published, leaving a gap in coverage.

In order to fulfil the required need in training programmes the SSB has decided to reinstate the standard.

Main changes

- Unit standard 27229 was reinstated.

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
27229	Respond to customers' complaints in a retail or distribution environment during customer interactions	3	4	B(Reinstated)