Field Service Sector

Review and Reinstatement of *Retail, Distribution, and Sales* unit standards

Subfield	Domain	ID
Retail, Distribution, and	Sales Transactions	11817, 11831
Sales		

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

Date new versions published

21 April 2016

Planned review date

31 December 2020

Summary

Unit standards 11817 and 11831 were designated expiring in May 2015 with the last date for assessment set at 31 December 2016.

It was expected by the SSB that the knowledge and skills covered by these unit standards would be covered by a new standard proposed at that time. However the application for the new unit standard did not proceed and it was decided to keep the existing ones.

In order to fulfil the required need in programmes of industry training, the SSB has determined that the standards be reviewed.

Main changes

• Unit standards 11817 and 11831 were reviewed and reinstated.

The last date for assessment of superseded versions is 31 December 2016.

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

All changes are in **bold**.

Ke	Key to review category				
Α	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number				
в					
В	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number				
С	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
11817	Serve customers face to face in a wide range of contexts	3	4	В
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6	В