

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

| Subfield | Domain | ID |
|---------------------------------|-------------------------------------|---|
| Retail, Distribution, and Sales | Bicycle Sales and Servicing | 20182-20186, 20698 |
| | Distribution | 11973, 28497, 28498, 28501-28503, 28506 |
| | Garden Retail | 3146-3149, 22161, 22162, 28105 |
| | Jewellery Sales and Service | 23602, 23604-23606, 23608, 23610 |
| | Merchandising and Marketing | 63, 67, 409, 420, 422, 11949, 11951, 11993, 12005, 22013 |
| | Retail and Distribution Core Skills | 402, 405, 11941, 11968, 11971, 11978, 12003, 24996-25002, 25795-25803, 27229, 28147-28154, 28297-28303, 28306, 28307, 28309 |
| | Retail and Distribution Management | 68, 410, 413, 11957, 11965, 11969, 11981, 11988, 11989, 11995, 11997, 19581, 22012 |
| | Retail Delicatessen | 11998, 15962, 15963, 15964, 15965, 15966, 15967, 15968, 15969, 15970, 15971 |
| | Retail Produce | 15954, 15955, 15957, 15958, 28108 |
| | Sales | 26857-26876, 29290-29294 |
| | Sales Transactions | 61, 11938, 12009, 20248, 28295 |
| | Stock Control | 404, 11962, 11966, 11972, 11992, 19172, 23544, 28499, 28500, 28504, 28505 |

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

Date new versions published

December 2016

Planned review date

December 2021

Summary

The standards in these domains were due for review. As standards in several domains had not been reviewed for some time, and there were a large number of standards in the set, the standards were examined, one domain at a time over a period of five months by a group of retail industry advisers.

The review process was channelled through the Sector Manager – Retail & Distribution who compiled feedback from her team and clients. The standards were then endorsed by the advisory group as fit for use in the retail and distribution industries.

Main changes

- All standards in domain *Bicycle Sales and Servicing* went up a level.
- Changes were made to titles, purpose statements, explanatory notes (with particular attention to updates in legislation), outcomes, evidence requirements, and ranges to ensure the standards are fit for purpose, and to provide clarity for users.
- All standards had correct e-mail contact details for the SSB inserted.
- Standard 28502 was made a single outcome standard.
- New standards 29728 and 29729 were developed for domain *Stock Control*.
- Standard 61 was reclassified from the *Sales Transactions* domain to the *Sales* domain.
- A last date for assessment for some superseded versions of Category B reviewed standards was specified at the SSB's request.

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 | 2 | Domain | Bicycle Sales and Servicing | 3 |
| Subfield | Retail, Distribution and Sales | 3 | Domain | Bicycle Sales and Servicing | 4 |
| Domain | Bicycle Sales and Servicing | 3 | Domain | Bicycle Sales and Servicing | 4 |
| Domain | Sales Transactions | 4-6 | Standard | 61 | 4 |

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 > Bicycle Sales and Servicing

| ID | Title | Level | Credit | Review Category |
|-------|---|---------------|--------|-----------------|
| 20182 | Use equipment in a bicycle workshop | 2 3 | 3 | B |
| 20183 | Assemble bicycles | 2 3 | 6 | B |
| 20184 | Adjust bicycles and fit accessories | 2 3 | 3 | B |
| 20185 | Identify and carry out repairs needed in bicycle components | 3 4 | 12 | B |
| 20186 | Demonstrate knowledge for bicycle repairs | 2 3 | 6 | B |
| 20698 | Repair bicycle components | 3 4 | 14 | B |

Service Sector > Retail, Distribution, and Sales > Distribution

| ID | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 11973 | Demonstrate knowledge of loss prevention techniques in a distribution facility | 2 | 2 | B |
| 28497 | Demonstrate technical knowledge of distribution facility operations | 3 | 10 | B |
| 28498 | Monitor and maintain the procedures for dispatch of goods in a distribution facility | 4 | 10 | B |
| 28501 | Package goods in a retail or distribution facility | 3 | 5 | B |
| 28502 | Pick and assemble goods for dispatch in a retail or distribution facility | 3 | 5 | B |
| 28503 | Monitor and maintain receipt of goods in a distribution facility | 4 | 10 | B |
| 28506 | Monitor and maintain storage of goods in a distribution facility | 4 | 15 | B |

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

| ID | Title | Level | Credit | Review Category |
|-------|---|-------|--------|-----------------|
| 3146 | Prepare and maintain long-term plant display environments in garden retail | 3 | 5 | B |
| 3147 | Provide customers with information and advice on non-plant garden retail products | 3 | 10 | B |
| 3148 | Assist customers with selection of plants, planting layouts, and interpretation of planting plans | 4 | 10 | B |
| 3149 | Demonstrate knowledge of the structure, nature and requirements of the garden retail industry | 2 | 3 | B |
| 22161 | Demonstrate knowledge of the techniques to maximise plant and plant product visibility and appeal | 3 | 4 | B |
| 22162 | Assist customers to select plants for their requirements in a garden retail workplace | 3 | 10 | B |
| 28105 | Apply methods and techniques of visual merchandising to non-plant products in garden retail | 3 | 8 | B |

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

| ID | Title | Level | Credit | Review Category |
|-------|---|-------|--------|-----------------|
| 23602 | Demonstrate product knowledge for jewellery sales and service Identify jewellery requirements, and present options to customers | 2 | 3 | B |
| 23604 | Demonstrate knowledge of jewellery warranties Explain jewellery warranties to customers | 3 | 3 | B |
| 23605 | Demonstrate care and maintenance of jewellery Care for and maintain jewellery | 3 | 3 | B |
| 23606 | Describe and demonstrate jewellery store and stock security | 3 | 3 | B |

| ID | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 23608 | Provide customer assistance for the maintenance, repair, remake and/or redesign of jewellery | 3 | 3 | B |
| 23610 | Demonstrate technical knowledge of jewellery materials | 3 | 6 | B |

Service Sector > Retail, Distribution, and Sales > Merchandising and Marketing

| ID | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 63 | Promote goods and/or services over the telephone | 3 | 3 | B |
| 67 | Produce and distribute promotional materials in a retail or distribution environment | 4 | 4 | B |
| 409 | Plan merchandising in a retail or distribution environment | 4 | 3 | B |
| 420 | Create window displays in a retail or distribution environment | 3 | 3 | B |
| 422 | Create in-store displays in a retail or distribution environment Create in-store displays in a retail environment | 3 | 3 | B |
| 11949 | Create displays using supplied materials in a retail or distribution environment | 2 | 2 | B |
| 11951 | Present goods for sale in a retail or distribution environment | 2 | 2 | B |
| 11993 | Write advertising copy in a retail or distribution environment Identify advertising copy requirements and write advertising copy in a retail or distribution environment | 3 | 5 | B |
| 12005 | Manage checkout merchandising Plan and evaluate the effectiveness of checkout merchandising | 4 | 4 | B |
| 22013 | Create and maintain materials for presentation of products | 3 | 4 | B |

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 |
| 11941 | Establish and maintain positive customer service interactions in a retail environment | 2 | 2 | B |
| 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 environment under supervision | 2 | 3 | B |
| 11978 | Maintain housekeeping in a retail environment | 2 | 3 | B |
| 12003 | Demonstrate knowledge of buying processes in a retail or distribution environment | 3 | 3 | B |

| ID | Title | Level | Credit | Review Category |
|-------|---|-------|--------|-----------------|
| 24996 | Explain the legal definitions and consequences of theft and fraud in a retail or distribution environment | 3 | 3 | B |
| 24997 | Demonstrate knowledge of theft and fraud in a retail or distribution environment | 2 | 5 | B |
| 24998 | Identify suspicious behaviour by customers and deter theft and fraud in a retail or distribution environment | 2 | 4 | B |
| 24999 | Explain practices to detect and reduce staff theft and fraud in a retail or distribution environment | 3 | 4 | B |
| 25000 | Demonstrate knowledge of security systems and procedures used in a retail or distribution environment | 2 | 3 | B |
| 25001 | Describe, operate, and maintain security systems and equipment in a retail or distribution environment | 3 | 5 | B |
| 25002 | Train staff in loss prevention in a retail or distribution environment | 4 | 8 | B |
| 25795 | Demonstrate knowledge of process loss in a retail or distribution environment | 2 | 5 | B |
| 25796 | Demonstrate knowledge of policies and procedures to prevent process loss in a retail or distribution environment | 2 | 4 | B |
| 25797 | Record loss in a retail or distribution environment | 3 | 4 | B |
| 25798 | Minimise or prevent process loss in a retail or distribution environment | 3 | 5 | B |
| 25799 | Use ordering procedures to minimise loss in a retail or distribution environment | 3 | 4 | B |
| 25800 | Use stocktake to minimise loss in a retail or distribution environment | 4 | 4 | B |
| 25801 | Audit loss prevention in a retail or distribution environment | 4 | 6 | B |
| 25802 | Implement loss prevention policies and procedures in a retail or distribution environment | 3 | 4 | B |
| 25803 | Develop loss prevention policies and procedures in a retail or distribution environment | 4 | 5 | B |
| 27229 | Respond to customers' complaints in a retail or distribution environment during customer interactions Respond to customer complaints in a retail or distribution environment during customer interactions | 3 | 4 | B |
| 28147 | Process grocery items at a checkout counter | 2 | 10 | B |
| 28148 | Manage a checkout counter in a grocery outlet | 3 | 10 | B |
| 28149 | Replenish non-perishable grocery items in a grocery outlet | 2 | 10 | B |
| 28150 | Co-ordinate the replenishing of non-perishable grocery items in a grocery outlet | 3 | 10 | B |

| ID | Title | Level | Credit | Review Category |
|-------|---|-------|--------|-----------------|
| 28151 | Replenish perishable grocery items in a grocery outlet | 2 | 10 | B |
| 28152 | Co-ordinate the replenishing of perishable grocery items in a grocery outlet | 3 | 10 | B |
| 28153 | Maintain price integrity of grocery items in a grocery outlet | 4 | 5 | B |
| 28154 | Maintain legislative requirements in a grocery outlet | 4 | 5 | B |
| 28297 | Monitor and coordinate customer service in a retail environment | 4 | 8 | B |
| 28298 | Demonstrate knowledge of cash handling in a retail environment | 2 | 3 | B |
| 28299 | Prepare cash for banking in a retail environment | 3 | 5 | B |
| 28300 | Supervise and maintain cash handling procedures in a retail environment | 4 | 10 | B |
| 28301 | Demonstrate knowledge of products and product information in a retail environment | 2 | 5 | B |
| 28302 | Apply product information to selling goods in a retail environment | 3 | 10 | B |
| 28303 | Coordinate product information and placement in a retail environment | 4 | 10 | B |
| 28306 | Monitor and maintain customer relationships in a retail environment | 4 | 10 | B |
| 28307 | Manage a produce department in a grocery outlet | 4 | 15 | B |
| 28309 | Demonstrate knowledge of procuring produce for a produce department in a grocery outlet Demonstrate knowledge of procurement for a produce department in a grocery outlet | 3 | 5 | B |

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

| ID | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 68 | Produce and implement a public relations plan | 4 | 4 | B |
| 410 | Develop a plan for the layout of a store or department in a retail or distribution environment Develop a plan for the layout of a retail or distribution operation | 4 | 4 | B |
| 413 | Manage credit facilities in a retail or distribution environment | 4 | 3 | B |
| 11957 | Solve variances in reconciliation of sales records and takings | 4 | 4 | B |
| 11965 | Plan and prepare for, and manage, a stocktake in a retail or distribution environment Plan and prepare for, manage, and record a stocktake in a retail or distribution environment | 4 | 5 | B |
| 11969 | Maintain and integrate knowledge of legislation applicable in a retail or distribution environment | 4 | 4 6 | B |
| 11981 | Plan and control stock storage areas in a retail or distribution environment | 4 | 3 | B |

| ID | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 11988 | Recover customer debt in a retail or distribution environment | 4 | 5 | B |
| 11989 | Select and present goods for promotion in a retail or distribution environment | 4 | 3 | B |
| 11995 | Protect personnel, plant, and property in a retail or distribution environment Establish and maintain procedures to protect personnel, plant, and property in a retail or distribution environment | 4 | 4 | B |
| 11997 | Maintain operational procedures in a distribution facility | 4 | 5 | B |
| 19581 | Supervise a distribution facility | 4 | 8 | B |
| 22012 | Supervise in a retail environment | 4 | 8 | B |

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

| ID | Title | Level | Credit | Review Category |
|-------|---|-------|--------|-----------------|
| 11998 | Prepare and present delicatessen products for sale | 2 | 3 | B |
| 15962 | Demonstrate knowledge of characteristics and uses of delicatessen products | 2 | 8 | B |
| 15963 | Demonstrate knowledge of handling and storage of delicatessen products | 2 | 5 | B |
| 15964 | Demonstrate specialist knowledge of dairy products in a delicatessen | 4 | 6 | B |
| 15965 | Demonstrate specialist knowledge of bacon, ham, and smallgoods in a delicatessen | 4 | 6 | B |
| 15966 | Demonstrate specialist knowledge of ethnic and health foods in a delicatessen | 4 | 6 | B |
| 15967 | Demonstrate specialist knowledge of freshly prepared foods in a delicatessen | 4 | 6 | B |
| 15968 | Set up and maintain delicatessen cabinets | 3 | 4 | B |
| 15969 | Set up and maintain delicatessen merchandising displays for pre-packaged products | 3 | 4 | B |
| 15970 | Provide customer service in a delicatessen | 2 | 4 | B |
| 15971 | Prepare and present processed meats for sale in a delicatessen | 3 | 4 | B |

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

| ID | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 15954 | Demonstrate knowledge of retail produce | 2 | 4 | B |
| 15955 | Demonstrate knowledge of handling, transport, and storage requirements of retail produce | 2 | 6 | B |
| 15957 | Weigh, pack, and label retail produce | 2 | 4 | B |
| 15958 | Store retail produce | 2 | 6 | B |
| 28108 | Prepare, present, and maintain retail produce for sale | 2 | 10 | B |

Service Sector > Retail, Distribution, and Sales > Sales

| ID | Title | Level | Credit | Review Category |
|-------|--|-------|----------------|-----------------|
| 26857 | Apply knowledge of target markets, buyer behaviour and marketing mix to sales situations | 3 | 10 | B |
| 26858 | Examine sales roles and produce a personal development plan for a career in sales | 3 | 4 | B |
| 26859 | Apply knowledge of business performance measures to sales situations | 3 | 4 | B |
| 26860 | Manage buyer resistance in sales situations | 3 | 4 | B |
| 26861 | Apply sales skills and tools to sales situations | 3 | 10 | B |
| 26862 | Negotiate sales in one-on-one situations | 3 | 4 | B |
| 26863 | Demonstrate knowledge of business ethics and corporate social responsibility as they apply to sales professionals | 3 | 4 | B |
| 26864 | Apply knowledge of the sales process to sales situations | 3 | 6 | B |
| 26865 | Apply knowledge of customer focused business relationships to sales situations | 3 | 4 | B |
| 26866 | Manage and facilitate sales negotiations | 4 | 6 | B |
| 26867 | Analyse customer decision making processes and communicate with the Decision Making Unit (DMU) in sales situations | 4 | 4 | B |
| 26868 | Apply knowledge of customer segmentation techniques to sales situations | 4 | 3 | B |
| 26869 | Analyse and apply process and relationship sales methodologies | 4 | 6 10 | B |
| 26870 | Search for, analyse and apply sales related information | 4 | 5 | B |
| 26871 | Improve business performance in sales roles | 4 | 8 | B |
| 26872 | Manage a sales territory | 4 | 4 | B |
| 26873 | Develop, submit and evaluate sales proposals | 4 | 6 | B |
| 26874 | Assist customers to obtain finance in sales situations | 4 | 3 | B |
| 26875 | Use prospecting to develop new business and use a sales pipeline effectively | 4 | 3 | B |
| 26876 | Prepare and conduct sales meetings with prospects or clients | 4 | 4 | B |
| 29290 | Advise customers on treatment of minor health disorders in a retail pharmacy environment | 3 | 15 | B |
| 29291 | Provide advice about pharmaceuticals in a retail pharmacy environment | 3 | 5 | B |
| 29292 | Apply legislation, codes, and standards to the supply of products and services in a retail pharmacy environment | 3 | 5 | B |
| 29293 | Apply procedures for handling hazardous substances in a retail pharmacy environment | 3 | 5 | B |
| 29294 | Advise customers on personal health care and products to maintain optimal health in a retail pharmacy environment | 3 | 5 | B |

Service Sector > Retail, Distribution, and Sales

| ID | Domain | Title | Level | Credit | Review Category |
|----|------------------------------------|---|-------|--------|-----------------|
| 61 | Sales Transactions Sales | Sell products using a customer-focussed business relationship | 4 | 6 | B |

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

| ID | Title | Level | Credit | Review Category |
|-------|---|-------|--------|-----------------|
| 11938 | Assist customers to select goods and/or services | 2 | 3 | B |
| 12009 | Complete sales transactions in a retail or distribution environment | 3 | 5 | B |
| 20248 | Complete checkout sales transactions | 2 | 2 | B |
| 28295 | Demonstrate knowledge of serving customers in a retail environment | 2 | 5 | B |

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

| ID | Title | Level | Credit | Review Category |
|--------------|--|----------|----------|-----------------|
| 404 | Prepare, package, and price goods for sale | 2 | 2 | B |
| 11962 | Fill shelves in a retail or distribution environment | 2 | 3 | B |
| 11966 | Count and record stock in a retail or distribution environment | 2 | 2 | B |
| 11972 | Move goods manually and record stock movement in a retail or distribution environment | 1 2 | 2 | B |
| 11992 | Program sales terminals with goods information Program a sales terminal in a retail or distribution facility | 2 | 3 | B |
| 19172 | Move goods using a pallet jack | 1 2 | 1 | B |
| 23544 | Move goods using mechanical equipment in a retail or distribution facility | 3 | 3 | B |
| 28499 | Manage inventory in a retail or distribution facility | 3 | 10 | B |
| 28500 | Maintain stock in a retail or distribution facility | 3 | 15 | B |
| 28504 | Receive inwards good in a retail or distribution facility | 3 | 10 | B |
| 28505 | Establish and maintain stock levels, and collate and dispatch customer orders in a retail or distribution facility | 4 | 10 | B |
| 29728 | Maintain and take care of stock under supervision in a retail or distribution environment | 2 | 5 | New |
| 29729 | Demonstrate knowledge of stock management procedures and systems in a retail or distribution environment | 2 | 5 | New |