

Change report for the review of *Retail* and *Sales* New Zealand Qualifications

Reviewed qualifications

Ref	Qualification title	Level	Credits
2234	New Zealand Certificate in Retail (Customer Service and Sales Support)	2	40
2235	New Zealand Certificate in Retail	3	60
2236	New Zealand Certificate in Retail	4	60
2237	New Zealand Certificate in Sales	3	70
2238	New Zealand Certificate in Sales with an optional strand in Sales Prospecting	4	75

Review information

Review completed by	ServiceIQ
Reason for the review	Qualifications have reached planned review date.
Date replacement qualifications listed	May 2019
Next qualification review date	31 May 2024

Summary of review and consultation process

Consultation with stakeholders confirmed that the qualifications were fit for purpose and no changes to strategic purpose or graduate outcomes were required.

The results of consistency review meetings were taken into account. Canvassing of industry leaders and representatives of providers and ITOs indicated that only minor changes required by new NZQA templates were called for.

Consensus from stakeholders was obtained for the newly formatted qualifications.

Main changes resulting from the review

The qualifications listed above were reviewed, and version 2 of each qualification was published.

The main changes for all qualifications included:

- Formatting according to new NZQA template
- Minor changes not affecting the intent, have been made to strengthen the graduate profile outcome
- Changing to requirements for consistency from *must* include to *may* include.

Review outcome

Ref	Qualification title	Outcome category	Replacement qualification
2234-2	New Zealand Certificate in Retail (Customer Service and Sales Support) (Level 2)	B	N/A
2235-2	New Zealand Certificate in Retail (Level 3)	B	N/A
2236-2	New Zealand Certificate in Retail (Level 4)	B	N/A
2237-2	New Zealand Certificate in Sales (Level 3)	B	N/A
2238-2	New Zealand Certificate in Sales (Level 4) with optional strand in Sales Prospecting	B	N/A

Qualification Review outcome categories

Outcome	Result	Category
No changes are identified to the qualification	Qualification version number and NZQF ID remain the same. New review date is required.	A
Minor changes are identified to the qualification	New version of qualification is required (NZQF ID remains the same). New review date is required.	B
Significant changes are required to the qualification	New replacement qualification is required with a new NZQF ID. The existing qualification will expire.	C
The qualification is no longer required by industry	The qualification will expire with no replacement.	D

Transition information

Refs	Transition information	Last date of entry	Last date of assessment
2234-1 2235-1 2236-1 2237-1 2238-1	People currently enrolled in programmes leading to version 1 of any of these qualifications may either complete the requirements by 31 December 2020 or transfer to version 2 of the qualifications.	N/A	31 Dec 2020