

## 1Field Service Sector

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

Subfield	Domain	ID
Retail, Distribution, and Sales	Garden Retail	3146-3149, 22161, 22162, 28105
	Jewellery Sales and Service	23602, 23604-23606, 23608, 23610
	Retail Delicatessen	11998, 15962-15971
	Retail Produce	15954, 15955, 15957, 15958, 28108

Ringa Hora Services Workforce Development Council has completed the review of the unit standards listed above.

**Date new versions published**

**February 2023**

**Planned review date**

**December 2027**

### Summary

In March 2022 a wide range of industry members (11 companies) and all providers with consent to assess were contacted and invited to participate in the review. It was the intention of the review to maintain the usefulness of the unit standards in the interim until they are replaced by skill standards. Feedback was received on the suitability of the standards for the purposes of the industry. Standards in the *Jewellery Sales and Service* domain were all designated to expire, as well as unused standards in several other domains within this set. The changes were notified to the review group and no further changes were required.

### Main changes

- Unit standards 3149, 15955, 15957, 15958, 15964-15967, 22161, 22162, 23602, 23604-23606, 23608, 23610, 28105 were designated to expire without replacement.
- Titles for unit standards 15954 and 15962 were amended to better align with the content.
- Legislation was updated in unit standard 3147, 11998.
- Outcome clarified for unit standard 3146.
- Guidance information upgraded for clarity in unit standards 11998, 15968.
- Minor punctuation correction in unit standards 15962, 15971.
- Standard setting body was changed from ServiceIQ to Ringa Hora Services Workforce Development Council.

**Category D unit standards will expire at the end of December 2024**

**The last date for assessment of superseded versions of Category B unit standards is December 2024**

### Impact on Consent and Moderation Requirements (CMR)

Reviewed standards were moved from CMR 0225 to CMR 0112.

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

All changes are in **bold**.

<b>Key to review category</b>	
<b>A</b>	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
<b>B</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
<b>C</b>	Major changes that necessitate the registration of a replacement standard with a new ID
<b>D</b>	Standard will expire and not be replaced

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

<b>ID</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
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	D
22161	Demonstrate knowledge of the techniques to maximise plant and plant product visibility and appeal	3	4	D
22162	Assist customers to select plants for their requirements in a garden retail workplace	3	10	D
28105	Apply methods and techniques of visual merchandising to non-plant products in garden retail	3	8	D

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

<b>ID</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
23602	Identify jewellery requirements, and present options to customers	2	3	D
23604	Explain jewellery warranties to customers	3	3	D
23605	Care for and maintain jewellery	3	3	D
23606	Describe and demonstrate jewellery store and stock security	3	3	D
23608	Provide customer assistance for the maintenance, repair, remake and/or redesign of jewellery	3	3	D
23610	Demonstrate technical knowledge of jewellery materials	3	6	D

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

<b>ID</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
11998	Prepare and present delicatessen products for sale	2	3	B
15962	Demonstrate knowledge of characteristics and uses of delicatessen products <b>Describe characteristics and uses of delicatessen products</b>	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	D
15965	Demonstrate specialist knowledge of bacon, ham, and smallgoods in a delicatessen	4	6	D
15966	Demonstrate specialist knowledge of ethnic and health foods in a delicatessen	4	6	D

ID	Title	Level	Credit	Review Category
15967	Demonstrate specialist knowledge of freshly prepared foods in a delicatessen	4	6	D
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 <b>Demonstrate knowledge of characteristics and uses of retail produce</b>	2	4	B
15955	Demonstrate knowledge of handling, transport, and storage requirements of retail produce	2	6	D
15957	Weigh, pack, and label retail produce	2	4	D
15958	Store retail produce	2	6	D
28108	Prepare, present, and maintain retail produce for sale	2	10	B