

## Field Retail, Distribution, and Sales

### Review of *Retail and Distribution Core Skills* unit standards

Subfield	Domain	ID
Retail, Distribution, and Sales	Retail and Distribution Core Skills	402, 405, 11941, 11968, 11971, 11978, 12003, 24996-25002, 25795-25803, 27229, 28147-28154, 28297-28303, 28306-28309

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. Several standards had not been used and were designated to expire. The changes were notified to the group and no further changes were required.

### Main changes

- Legislation updated in unit standards 405, 11968, 12003, 24997-25002, 25802, 27229, 28147, 28149, 28298-28300, 28303.
- Guidance information amended for clarity in unit standards 11971, 12003, 24998, 24999, 25000, 25002, 25795, 28298, 28299, 28300, 28301, 28303, 28306.
- Performance criteria clarified in unit standards 402, 11978, 12003, 24996, 24997, 24998, 24999, 25000, 25002, 25796, 27229, 28152, 28298, 28301.
- Punctuation corrected for performance criteria in unit standards 28151, 28152, 28302.
- Amendment of range statements of performance criteria in unit standards 402, 24998, 25001, 25002, 25796, 25797, 25745, 25798, 25801, 25802, 27229, 28152, 28297.
- Terminology clarified in unit standard 24996, 28297, 28298.
- Outcomes clarified in unit standards 405, 12003, 24996, 24997, 24998, 25000, 25796, 25802, 27229.

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**The last date for assessment of superseded versions of Category B unit standards is December 2024**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

The 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 > Retail and Distribution Core Skills

<b>ID</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
402	Demonstrate knowledge of the retail sector in New Zealand	2	2	B
405	Demonstrate knowledge of consumerism <b>Demonstrate knowledge of consumerism in a retail environment</b>	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
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	D
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

ID	Title	Level	Credit	Review Category
25803	Develop loss prevention policies and procedures in a retail or distribution environment	4	5	D
27229	Respond to customer complaints in a retail or distribution environment during customer interactions <b>Respond to customer complaints during customer interactions in a retail or distribution environment</b>	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	D
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	D
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	D
28154	Maintain legislative requirements in a grocery outlet	4	5	D
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
28308	Coordinate and maintain the operation of a produce department in a grocery outlet	3	15	B
28309	Demonstrate knowledge of procurement for a produce department in a grocery outlet	3	5	D