

Field Service Sector

Review of *Sales* unit standards

Subfield	Domain	ID
Retail, Distribution, and Sales	Sales	61, 10457-10471, 26857-26876, 29290-29294

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

Date new versions published

January 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 unit 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

- Unit standards 10459, 10461-10469, 26874-26875 are designated to expire.
- Unit standards 61, 10457-10458, 10460, 10470-10471, 26857, 26859-26863, 26865-26873, 26876, 29290-29294 legislation was updated.
- Unit standards 26876, 29290-29294 guidance information was updated.
- Unit standard 26869 correction in performance criterion range.

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The last date for assessment of superseded versions of Category B unit standards is December 2024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

All unit standards were moved from CMR 0225 to CMR 0112.

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

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 > Sales

ID	Title	Level	Credit	Review Category
61	Sell products using a customer-focused business relationship	4	6	B
10457	Establish and develop sales client relationships	4	5	B
10458	Communicate product information to sales clients	4	5	B
10459	Develop, implement, and maintain sales related services	5	10	D
10460	Produce and present sales proposals	5	10	B
10461	Provide sales administration and support services	5	7	D
10462	Coordinate and develop the sales team	5	7	D
10463	Identify, interpret, and evaluate trends in personal selling	5	5	D
10464	Establish, implement, and evaluate personal selling strategies to achieve targeted results	5	10	D
10465	Identify, interpret, and apply direct selling techniques and strategies	5	5	D
10466	Produce, coordinate, and evaluate the effectiveness of sales promotion programmes	5	8	D
10467	Produce analyses, budget estimates, and processes to implement and monitor budgets for sales operations and activities	6	10	D
10468	Structure, develop, and manage sales territories	6	7	D
10469	Coordinate, develop, and manage the sales team to achieve objectives	6	10	D
10470	Manage sales operations to achieve objectives	7	10	B
10471	Identify and evaluate sales organisation factors for international operations	7	10	B
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 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	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

ID	Title	Level	Credit	Review Category
26873	Develop, submit and evaluate sales proposals	4	6	B
26874	Assist customers to obtain finance in sales situations	4	3	D
26875	Use prospecting to develop new business and use a sales pipeline effectively	4	3	D
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