

Field **Service Sector**

Review of *Sales Transactions* unit standards

Subfield	Domain	ID
Retail, Distribution, and Sales	Sales Transactions	11817, 11831, 11938, 12009, 20248, 28295

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 on the suitability of the standards for the purposes of the industry. No major changes were suggested. The changes were notified to the group and no further changes were required.

Main changes

- Legislation was updated for currency.
- Guidance information, outcomes and performance criteria were amended for accuracy and alignment to current industry practice.

The last date for assessment of superseded versions of Category B unit standards is December 2024

Impact on Consent and Moderation Requirements (CMR)

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

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 > Sales Transactions

ID	Title	Level	Credit	Review Category
11817	Serve customers face to face in a wide range of contexts	3	4	B
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6	B

ID	Title	Level	Credit	Review Category
11938	Assist customers to select goods and/or services	2	5	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