

Field Service Sector

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

Subfield	Domain	ID
Retail, Distribution, and Sales	Retail and Distribution Management	68, 410, 413, 11957, 11965, 11969, 11981, 11988, 11989, 11995, 11997, 19581, 22012
	Retail – Technical Skills	26556, 26557

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 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 for unit standard 410, 11969, 11988.
- Range amended in 11981.
- Range amended to remove redundancy for unit standard 22102.
- Guidance information and references updated for unit standards 26556 and 26557.

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The last date for assessment of superseded versions of Category B unit standards is December 2024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 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 > Retail and Distribution Management

ID	Title	Level	Credit	Review Category
68	Produce and implement a public relations plan	4	4	D

ID	Title	Level	Credit	Review Category
410	Develop a plan for the layout of a retail or distribution operation	4	4	B
413	Manage credit facilities in a retail or distribution environment	4	3	D
11957	Solve variances in reconciliation of sales records and takings	4	4	B
11965	Plan and prepare for, manage, and record a stocktake in a retail or distribution environment	4	5	B
11969	Maintain and integrate knowledge of legislation applicable in a retail or distribution environment	4	6	B
11981	Plan and control stock storage areas in a retail or distribution environment	4	3	B
11988	Recover customer debt in a retail or distribution environment	4	5	D
11989	Select and present goods for promotion in a retail or distribution environment	4	3	B
11995	Establish and maintain procedures to protect personnel, plant, and property in a retail or distribution environment	4	4	B
11997	Maintain operational procedures in a distribution facility	4	5	B
19581	Supervise a distribution facility	4	8	B
22102	Supervise in a retail environment	4	8	B

Service Sector > Retail, Distribution, and Sales > Retail – Technical Skills

ID	Title	Level	Credit	Review Category
26556	Demonstrate knowledge of child restraints to provide advice for installation, rental or sale	3	5	B
26557	Select approved child restraints for installation, rental or sale, and install them	4	5	B