

## Field: Management and Commerce

### Review of Retail and Sales New Zealand Qualifications

#### Reviewed qualifications

| Ref  | Version | Qualification Title (Level)  | Credits |
|------|---------|--|---------|
| 2234 | 2       | New Zealand Certificate in Retail (Customer Service and Sales Support) (Level 2) | 40      |
| 2235 | 2       | New Zealand Certificate in Retail (Level 3)                                      | 60      |
| 2236 | 2       | New Zealand Certificate in Retail (Level 4)                                      | 60      |
| 2237 | 2       | New Zealand Certificate in Sales (Level 3)                                       | 70      |
| 2238 | 2       | New Zealand Certificate in Sales (Level 4)                                       | 75      |

#### Review information

|                         |   |
|-------------------------|---|
| Qualification Developer | Ringa Hora Services Workforce Development Council |
| Reason for the review   | 5-year review cycle                               |
| Review date             | May 2024  |
| Outcome date            | September 2024                                    |
| Next review date        | September 2029                                    |

#### Summary of review and consultation process

Ringa Hora Workforce Development Council has completed a review of the Qualifications listed above.

The Retail, Sales and Distribution Review was initiated in May 2024 as part of a scheduled review cycle. The consultation and review occurred between May 2024 to July 2024 in a series of online, face-to-face, email conversations. A working group was formed consisting of industry, provider, and main users of the qualifications. Additionally, a consultation group also received all communications of the review and provided feedback through email or face to face meetings.

Industry expressed the current qualifications are fit for purpose and there are minimal changes required to the listed qualifications.

Both industry and provider requested the last date of assessment for superseded version 2 of the reviewed qualifications be 31 December 2026.

### Main changes resulting from the review process

Minor changes to update the qualifications to current, including general conditions section for programmes was updated.

The last date of assessment for version 2 of the qualifications is 31 December 2026.

### Review outcome

| Ref: | Version | Reviewed qualification   | Outcome category                 | New qualification details/version (if applicable) |
|------|---------|--|----------------------------------|---|
| 2234 | 2       | New Zealand Certificate in Retail (Customer Service and Sales Support) (Level 2) | B – New version of qualification | 2234-3  |
| 2235 | 2       | New Zealand Certificate in Retail (Level 3)                                      | B - New version of qualification | 2235-3  |
| 2236 | 2       | New Zealand Certificate in Retail (Level 4)                                      | B - New version of qualification | 2236-3  |
| 2237 | 2       | New Zealand Certificate in Sales (Level 3)                                       | B - New version of qualification | 2237-3  |
| 2238 | 2       | New Zealand Certificate in Sales (Level 4)                                       | B - New version of qualification | 2238-3  |

### Qualification review outcome categories

| Outcome   | Result   | Category |
|---|--|----------|
| Minor changes to the qualification                  | Qualification version number and ID (Ref) remain the same<br>New review date is required     | A        |
| Moderate changes to the qualification               | New qualification version number<br>ID (Ref) remains the same<br>New review date is required | B        |
| Significant changes to the qualification            | New replacement qualification with a new ID (Ref)<br>The existing qualification will expire  | C        |
| The qualification is no longer required by industry | The qualification will expire with no replacement  | D        |

### Transition information

| Reference | Version | Qualification title  | Last date of entry* | Last date of assessment |
|-----------|---------|--|---------------------|-------------------------|
| 2234      | 2       | New Zealand Certificate in Retail (Customer Service and Sales Support) (Level 2) | N/A                 | 31/12/26                |
| 2235      | 2       | New Zealand Certificate in Retail (Level 3)                                      | N/A                 | 31/12/26                |
| 2236      | 2       | New Zealand Certificate in Retail (Level 4)                                      | N/A                 | 31/12/26                |
| 2237      | 2       | New Zealand Certificate in Sales (Level 3)                                       | N/A                 | 31/12/26                |
| 2238      | 2       | New Zealand Certificate in Sales (Level 4)                                       | N/A                 | 31/12/26                |

### Any additional information

It is not intended that any existing candidate be disadvantaged by these transition arrangements; however, anyone who feels they have been disadvantaged may appeal to:

Ringa Hora Services Workforce Development Council  
PO Box 445  
Wellington  
New Zealand

Phone: 04 909 0306

Web: [www.ringahora.nz](http://www.ringahora.nz)

Email: [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz)