

Title	Demonstrate and apply knowledge of legislation applicable to sale of goods and services		
Level	2	Credits	4

Purpose	<p>This unit standard is for people who are training to work in a retail environment.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of legislation applicable to the sale of goods and services; and apply legislation relevant to a retail environment.</p>
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Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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Available grade	Achieved
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Guidance Information

- 1 Definitions

Retail environment – workplaces where the primary focus is on customers purchasing goods or services.

Workplace procedures refer to applicable procedures found in the following: workplace performance guidelines and standards; manufacturer’s procedures and specifications; Government and local body legislation.
- 2 Information on legislation applicable to sale of goods and services is available from the Commerce Commission at www.comcom.govt.nz and the Ministry of Business, Innovation & Employment at www.consumeraffairs.govt.nz. The wording of specific legislation can be accessed at www.legislation.govt.nz.
- 3 Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Credit Contracts and Consumer Finance Act 2003, Fair Trading Act 1986, Privacy Act 2020, Contract and Commercial Law Act 2017.
- 4 This unit standard may be assessed against in a simulated situation that reflects a realistic workplace environment.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of legislation applicable to the sale of goods and services.

Performance criteria

- 1.1 Legislation applicable to the sale of goods and services is identified and described in terms of the key provisions.
- 1.2 Situations requiring the application of legislation applicable to the retail industry are identified in accordance with workplace procedures.
- Range evidence is required of two situations.
- 1.3 Complex situations occurring in a retail industry context requiring referral to higher authority for the interpretation of legal issues are identified in accordance with workplace procedures.
- Range evidence is required of two situations.

Outcome 2

Apply legislation relevant to a retail environment.

Performance criteria

- 2.1 Requirements of current legislation are followed in accordance with workplace procedures.
- 2.2 Information is provided to customers on the provisions of legislation in specific situations in accordance with workplace procedures.
- Range evidence is required of two situations.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	31 October 1997	31 December 2013
Review	2	29 July 2002	31 December 2013
Review	3	20 November 2006	31 December 2013
Revision	4	19 June 2009	31 December 2013
Review	5	15 April 2011	31 December 2016
Revision	6	17 October 2013	31 December 2016
Review	7	21 May 2015	31 December 2021
Review	8	8 December 2016	31 December 2021
Revision	9	29 March 2018	31 December 2024
Review	10	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference

0112

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.