

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

<b>Purpose</b>	<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 sale of goods and services; and apply legislation relevant to a retail environment.</p>
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<b>Classification</b>	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 Definitions
 

*Organisational procedures* referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.

*Retail environment* – workplaces where the primary focus is on customers purchasing goods or services.
- 2 Information on legislation applicable to sale of goods and services is available from the Commerce Commission at [www.comcom.govt.nz](http://www.comcom.govt.nz) and the Ministry of Business, Innovation & Employment at [www.consumeraffairs.govt.nz](http://www.consumeraffairs.govt.nz). The wording of specific legislation can be accessed at [www.legislation.govt.nz](http://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 1993, Contract and Commercial Law Act 2017.
- 4 This unit standard may be assessed against in a simulated situation that reflects a realistic workplace environment.

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## 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 terms of organisational 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 terms of organisational 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 organisational procedures.
- 2.2 Information is provided to customers on the provisions of legislation in specific situations in accordance with organisational procedures.

Range evidence is required of two situations.

<b>Planned review date</b>	31 December 2021
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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	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0225
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.