

Title	Maintain and integrate knowledge of legislation applicable in a retail or distribution environment		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to maintain and enhance knowledge of legislation applicable in a retail or distribution environment and integrate knowledge of legislation into work practice.
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Classification	Retail, Distribution, and Sales > Retail and Distribution Management
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Available grade	Achieved
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Guidance Information

1 Definitions

Distribution environment refers to a workplace where the primary focus is on storage and distribution of stock.

General legislation refers to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Credit Contracts and Consumer Finance Act 2003, Privacy Act 2020, Health and Safety at Work Act 2015, Contract and Commercial Law Act 2017, Employment Relations Act 2000.

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; Government and local body legislation.

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

Specialist legislation refers to: Cheques Act 1960, Weights and Measures Act 1987, Shop Trading Hours Act 1990, Food Act 2014, Medicines Act 1981, Arms Act 1983, Hazardous Substances and New Organisms Act 1996, Resource Management Act 1991.

2 Recommended knowledge and skills: Unit 11968, *Demonstrate and apply knowledge of legislation applicable to sale of goods and services.*

Outcomes and performance criteria

Outcome 1

Maintain and enhance knowledge of legislation applicable in a retail or distribution environment.

Performance criteria

- 1.1 General legislation applicable in a retail or distribution environment is described in accordance with organisational procedures.
- Range legislation relating to – information given to customers, products and services offered to customers, customer rights, conditions of employment, workplace safety, personal information, conditions of trade.
- 1.2 Specialist legislation is described in terms of effect on organisational procedures for a specified workplace.
- Range may include but is not limited to legislation relating to – products, merchandising, marketing, advertising, labelling, packaging, stock management, sales transactions, local authority requirements.
- 1.3 Staff knowledge of general and specialist legislation and its application in workplace is assessed, evaluated, and updated in accordance with organisational procedures.
- 1.4 Opportunities to enhance knowledge of legislation applicable in workplace are offered to staff.
- Range may include but is not limited to – reading, information search, seminar, training.
- 1.5 Specialist advice is sought to clarify understanding of legislation applicable in a retail or distribution environment.
- Range may include but is not limited to – advice from identified persons, official source of information, trade association.

Outcome 2

Integrate knowledge of legislation into work practice.

Performance criteria

- 2.1 The application of the requirements of general and specialist legislation in work practice are checked and verified.
- Range application may include but is not limited to – use of information, actions, systems, procedures.
- 2.2 Provision of information to customers on implications of legislation in specific situations is monitored and verified.
- Range evidence is required of three different 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 2018
Review	2	29 July 2002	31 December 2018
Review	3	20 November 2006	31 December 2018
Review	4	8 December 2016	31 December 2021
Revision	5	29 March 2018	31 December 2024
Review	6	26 January 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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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.