

Title	Supervise in a retail environment		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to supervise operations, personnel, and resources in a retail environment.
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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 Legislation relevant to this unit standard includes but is not limited to: Human Rights Act 1993, Employment Relations Act 2000, Health and Safety at Work Act 2015.
- 2 All tasks are to be carried out in accordance with organisational procedures.
- 3 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; Government and local body legislation.
Retail environment refers to a workplace where the primary focus is on selling of goods or services to customers.

Outcomes and performance criteria

Outcome 1

Supervise operations in a retail environment.

Performance criteria

- 1.1 Key performance indicators (KPIs) are identified and communicated to staff.

Range areas to which KPIs may be applied may include but are not limited to – stock taking, forecasting, ordering, costing, receiving, returning and pricing stock, maintaining stock control system, loss prevention, visual merchandising, promotions, customer service, customer satisfaction, efficiency, staffing, rosters, work schedules, leadership, training, team building, quality maintenance, accounting, record-keeping; evidence of KPIs for three areas is required.

- 1.2 Workplace objectives are explained to staff.
- Range may include but are not limited to – forecasts, targets, plans, budgets, goals.
- 1.3 Work is prioritised, allocated to staff, and a method for supervision is implemented.
- 1.4 Stock control system is monitored and maintenance measures are implemented.
- Range may include but is not limited to – stock labelling, receipt of stock, movement of stock, inventory of stock.
- 1.5 Performance of retail operations is monitored.
- Range may include but is not limited to – stock, staff, sales, achievements.
- 1.6 Workplace operations are documented and reports prepared.
- 1.7 Safety and security measures are implemented in accordance with legislative requirements.

Outcome 2

Supervise personnel in a retail environment.

Performance criteria

- 2.1 Staff performance is supervised to ensure compliance as specified with job descriptions, conditions of employment and legislative requirements.
- Range legislative requirements may include but are not limited to – Human Rights Act, Employment Relations Act.
- 2.2 Work task-load is allocated to staff.
- 2.3 Health and safety requirements are maintained in accordance with legislative requirements.
- 2.4 Teamwork is fostered through communication and participation.
- 2.5 Development requirements of staff are identified and a development programme for staff is implemented.

Outcome 3

Supervise the use of resources in a retail environment.

Performance criteria

- 3.1 Housekeeping is maintained and any deficiencies actioned.
- Range cleanliness, tidiness, stock condition, following of workplace routines.
- 3.2 Materials required for efficient operation are maintained.
- Range may include but are not limited to – presentation materials, fixtures, fittings, equipment, point of sale supplies, packaging supplies, stationery, utilities, services.
- 3.3 Storage systems are operated and maintained.
- Range may include but is not limited to – cold storage, shelves, lifting equipment, containers, pallets, cases, cartons, totes.
- 3.4 Waste is managed in accordance with environmentally sound practices.
- Range environmentally sound practices include but are not limited to – reducing environmental impact, environmental strategy plan, sustainable operational strategies, regular review of practices.

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	16 December 2005	31 December 2018
Review	2	8 December 2016	31 December 2024
Review	3	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.