

<b>Title</b>	<b>Assist customers to select plants for their requirements in a garden retail workplace</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	This unit standard is for people working in garden retail businesses. People credited with this unit standard are able to assist customers to select plants for their requirements in a garden retail workplace; and merchandise plants in a garden retail workplace to facilitate customer choice.
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<b>Classification</b>	Retail, Distribution, and Sales > Garden Retail
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<b>Available grade</b>	Achieved
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## Guidance Information

- Definitions  
*Category* refers to the type of plant, e.g. deciduous trees, evergreen trees, shrubs, roses, camellias, rhododendrons, annuals, perennials, succulents.  
*Collection* refers to a group of plants from various categories, assembled and/or merchandised together for a purpose, situation, style, colour or theme.  
*Workplace procedures* referred to in this unit standard may include but are not limited to the applicable procedures found in the following: workplace performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.
- All tasks are to be carried out in accordance with workplace procedures, the workplace being the enterprise carrying out the work.
- Legislation relevant to this unit standard includes but is not limited to: Health and Safety at Work Act 2015, Resource Management Act 1991.
- Work may involve exposure to chemical, dangerous, or hazardous substances. Safety procedures are observed in accordance with NZS 8409:2004 *Management of Agrichemicals*, available from Standards New Zealand at [www.standards.co.nz](http://www.standards.co.nz), or the NZ Agrichemical Education Trust at (Growsafe) [www.growsafe.co.nz](http://www.growsafe.co.nz).
- Performance criteria for outcome 1 must be assessed against two different enquiries from genuine customers.

## Outcomes and performance criteria

### Outcome 1

Assist customers to select plants for their requirements in a garden retail workplace.

**Performance criteria**

- 1.1 Customer requirements are determined.
- 1.2 Plants are recommended and the reason for their suitability is explained to the customer.
- Range includes but is not limited to – seasonality, category of plant, intended situation.

**Outcome 2**

Merchandise plants in a garden retail workplace to facilitate customer choice.

**Performance criteria**

- 2.1 Plants suitable for a specific purpose are displayed together in a manner to assist selection by customers.
- Range specific purpose includes but is not limited to – screen plants, ground cover plants, container plants, fragrant plants, small and narrow plants, bird attracting plants, edible plants.
- 2.2 Collections of plants suitable for a specific situation are displayed together in a manner to assist selection by customers.
- Range specific situation includes but is not limited to – coastal, frost hardy, wind tolerant, hot and dry tolerant, clay soil tolerant, shade tolerant.
- 2.3 Plants suitable for a particular garden theme or style are displayed together in a manner to assist selection by customers.
- Range garden theme or style includes but is not limited to – Mediterranean, cottage, formal, Asian, New Zealand indigenous, woodland, water.

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**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	25 July 2006	31 December 2015
Revision	2	25 May 2007	31 December 2018
Review	3	19 September 2013	31 December 2024
Review	4	8 December 2016	31 December 2024
Review	5	2 March 2023	31 December 2024

**Consent and Moderation Requirements (CMR) reference**

0225

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