

Title	Assist customers to obtain finance in sales situations		
Level	4	Credits	3

Purpose	<p>This unit standard is for people working in the sales area. They could be working in a variety of different sales situations.</p> <p>People credited with this unit standard are able to assist customers to obtain finance in sales situations.</p>
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Classification	Retail, Distribution, and Sales > Sales
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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: Fair Trading Act 1986, Consumer Guarantees Act 1993, Credit Contracts and Consumer Finance Act 2003, Privacy Act 1993, Contract and Commercial Law Act 2017, Unsolicited Electronic Messages Act 2007.
- 2 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.
Sales or *selling* refers to creating, building and sustaining mutually beneficial and profitable business through personal and organisational contact and relationships.
- 3 This unit standard must be assessed against in the workplace.
- 4 Evidence is required for two sales proposals.

Outcomes and performance criteria

Outcome 1

Assist customers to obtain finance in sales situations.

Performance criteria

- 1.1 Finance options which the salesperson can arrange or offer to assist with arranging are described in accordance with delegated authority and organisational procedures.

Range	finance options may include but are not limited to – hire purchase, bank loan, leasing, personal loan.
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- 1.2 The customers need for finance is determined by the salesperson in accordance with organisational procedures.
- 1.3 Finance options are described to customers in simple, easy to understand terms in accordance with organisational procedures.
- Range finance options may include but are not limited to – hire purchase, bank loan, leasing, personal loan.
- 1.4 A credit search is completed prior to confirming finance, or the credit status of the customer is established in accordance with organisational procedures, and the customer informed of the decision.
- 1.5 The customer's financial obligations are explained in accordance with the lending institution's criteria.
- 1.6 Selected finance packages are recommended to the customer that best suit the needs of all parties in accordance with organisational procedures.

Planned review date	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	18 March 2011	31 December 2018
Review	2	8 December 2016	31 December 2021
Revision	3	29 March 2018	N/A

Consent and Moderation Requirements (CMR) reference	0225
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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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.