

Title	Coordinate product information and placement in a retail environment		
Level	4	Credits	10

Purpose	<p>This unit standard is for experienced people who are working in a retail environment selling goods.</p> <p>People credited with this unit standard are able to coordinate product information and placement in a retail environment.</p>
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Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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Available grade	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 Legislation relevant to this unit standard includes but is not limited to:** Consumer Finance Act 2003, Consumer Guarantees Act 1993, Fair Trading Act 1986, Food Act 2014, Hazardous Substances and New Organisms Act 1996, Health and Safety at Work Act 2015, Contract and Commercial Law Act 2017, Sale and Supply of Alcohol Act 2012, Weights and Measures Act 1987.
- 3 Evidence for the practical components of this unit standard must be demonstrated in the workplace.**

Outcomes and performance criteria

Outcome 1

Coordinate product information and placement in a retail environment.

Performance criteria

- 1.1 Product information is sourced and communicated to sales staff in accordance with organisational procedures.
- Range current products, new products, improved products.
- 1.2 Product placement is analysed to ensure goods are appropriately placed to influence customer buying decisions in accordance with organisational procedures.
- 1.3 Goods are checked to ensure quality is maintained in accordance with organisational procedures.
- 1.4 Feedback is obtained from sales staff and customers on product information and product placement in accordance with organisational procedures.
- 1.5 Feedback is analysed to determine any improvements to product information or product placement in accordance with organisational procedures.
- 1.6 Product reviews are developed and communicated to sales staff and customers in accordance with organisational procedures.

Replacement information	This unit standard replaced unit standard 11999.
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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	21 May 2015	31 December 2021
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.