

Title	Sell stone monuments and memorials		
Level	3	Credits	10

Purpose	People credited with this unit standard are able to: determine client requirements; sell stone monuments and memorials; and complete sales documentation.
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Classification	Masonry > Monumental Masonry
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Available grade	Achieved
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Explanatory notes

- 1 New Zealand Standards, legislation, and regulations relevant to this unit standard include:
Health and Safety in Employment Act 1992;
NZS 4242:1995, *Headstones and cemetery monuments*;
NZS 9201.14:1999, *Model general bylaws – Cemeteries and crematoria*;
Cemetery bylaws specific to a local or territorial authority.
- 2 Glossary of Terms
Company requirements refer to instructions to staff on policy and procedures that are documented in memo or manual form and are relevant to the workplace.

Outcomes and evidence requirements

Outcome 1

Determine client requirements.

Evidence requirements

- 1.1 Personal presentation is compatible with client demeanour and in accordance with company requirements.

Range dress, verbal and non-verbal language, attitude.
- 1.2 Requirements relating to memorial type and location are ascertained in accordance with company requirements.
- 1.3 Requirements relating to inscription and special features are ascertained in accordance with company requirements.
- 1.4 Compatibility of client requirements with cemetery bylaws is ascertained in accordance with company requirements.

Outcome 2

Sell stone monuments and memorials.

Evidence requirements

- 2.1 Client requirements are negotiated to comply with constraints.
Range bylaws, budget, design possibilities, material, timeframe.
- 2.2 Features and benefits are demonstrated in accordance with company requirements.
- 2.3 Alternatives are offered in accordance with company requirements.
- 2.4 Steps are taken to close a sale in accordance with company requirements.
- 2.5 Sensitivity to client needs is demonstrated throughout the selling process.
Range emotional, cultural.

Outcome 3

Complete sales documentation.

Evidence requirements

- 3.1 Documentation is completed in accordance with company requirements.

Planned review date	31 December 2013
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	30 January 1997	31 December 2011
Revision	2	8 April 1999	31 December 2011
Review	3	19 September 2008	31 December 2011
Revision	4	21 July 2011	N/A

Consent and Moderation Requirements (CMR) reference	0048
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the Building and Construction Industry Training Organisation national.office@bcito.org.nz if you wish to suggest changes to the content of this unit standard.