

National Certificate in Retail (Level 2)

Level 2

Credits 50

Purpose

This is an entry level qualification for people who are working or intending to work in the retail industry. This qualification can be completed in the workplace, with an education provider, or through a combination of the two.

This qualification recognises that the holder has the skills to provide basic customer service and demonstrate knowledge of health and safety practice, routine calculations, products, and legislation. In addition, the holder will be able to demonstrate a range of skills through the elective unit standards including selling, merchandising, stock control and data entry. The elective may also include the recognition of skills related to specific types of retailers, enabling the qualification to be tailored to meet the particular demands of different types of retailing.

This qualification may lead to the National Certificate in Retail (Level 3) [Ref: 0994] and this may then lead to the National Certificate in Retail (Level 4) [Ref: 0995].

Special Notes

People in the workforce may have demonstrated competence in the outcomes specified in individual standards in this qualification. These candidates should seek recognition of their current competence wherever it is relevant to this qualification.

Recognition of current competence must be carried out by accredited providers or registered workplace assessors in accordance with NZQA guidelines.

Credit Range

	Compulsory	Elective
Level 1 credits	6	0-4
Level 2 credits	19	0-25
Level 3 or above credits	-	0-25
Minimum totals	25	25

Requirements for Award of Qualification

This qualification will be awarded to people with a minimum total of 50 credits, of which 40 credits are at level 2 or above, and who have met the requirements of the compulsory and elective sections.

Compulsory

All the standards listed are required.

Elective

A minimum of 25 credits, of which 21 credits are at level 2 or above, is required from standards in the listed subfields and domains.

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in the Qualifications Authority *Rules and Procedures* publications available at www.nzqa.govt.nz/ncea/.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (Id). Any version of a standard with the same Id may be used to meet qualification requirements that list the Id and/or that specify the past or current classification of the standard.

Detailed Qualification Requirements

Compulsory

All standards listed below are required.

Field Health
 Subfield Occupational Health and Safety
 Domain Occupational Health and Safety Practice

Id	Title	Level	Credit
497	Protect health and safety in the workplace	1	1

Field Humanities
 Subfield Communication Skills
 Domain Interpersonal Communications

Id	Title	Level	Credit
1277	Communicate information in a specified workplace	2	3

Field Service Sector
 Subfield Retail, Distribution, and Sales
 Domain Retail and Distribution Core Skills

Id	Title	Level	Credit
11941	Build rapport with customers	2	2
11968	Maintain and integrate knowledge of legislation applicable to sale of goods and services	2	4
11971	Use safe work practices in a retail or distribution environment	1	3
11974	Participate in a team in a retail or distribution environment	2	4
19583	Demonstrate knowledge of products in a retail or distribution environment	2	4

Subfield Service Sector Skills
 Domain Service Sector – Core Skills

Id	Title	Level	Credit
62	Maintain personal presentation in the workplace	2	2
64	Perform calculations for the workplace	1	2

Elective

A minimum of 25 credits, of which 21 are at level 2 or above, is required from standards in the following subfields and domains.

Field	Subfield	Domain
Service Sector	Retail, Distribution, and Sales	Any

Field Business
 Subfield Business Administration
 Domain Business Information Processing

Id	Title	Level	Credit
103	Use data entry skills to input computer data	2	3

Field Service Sector
 Subfield Service Sector Skills
 Domain Service Sector – Core Skills

Id	Title	Level	Credit
57	Provide customer service in given situations	2	2
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2

Transition Arrangements

Version 3

This qualification was reviewed and reissued as Version 3 in 2006 to focus more strongly on retail skills and knowledge and to allow for the inclusion of data entry and customer service skills.

Changes to structure and content

- Elective 2 allowing up to 5 credits from anywhere on the NQF has been removed the remaining elective has had the minimum credits increased from 20 to 25.
- The *Distribution* and *Retail and Wholesale* subfields have been removed from the elective.
- The *Selling Skills*, *Service Sector Skills*, and *Service Sector – Core Skills* domains have been removed from the elective.
- Only unit standards 57 and 376 from the Service Sector – Core Skills domain are included in the elective.
- Unit standard 103 has been added to the elective.

People currently working towards version 2 of this qualification may complete the requirements for that version or transfer to version 3.

For detailed information see Review Summaries on the Qualifications Authority website.

This qualification contains classifications that replace lapsed or lapsing classifications. For the purposes of version 3 of this qualification, people who have gained credit for standards in the lapsed classifications may continue to use those credits to meet the qualification requirements.

Credits for standards in	Count towards qualification requirements where the following is specified
Service Sector>Distribution	Service Sector>Retail, Distribution, and Sales
Service Sector>Retail and Wholesale	
Service Sector>Service Sector Skills>Selling Skills	
Service Sector>Service Sector Skills>Service Sector – Core Skills	
Service Sector>Service Sector Skills>Service Sector Skills	

Any candidate who feels that they have been disadvantaged by these transition arrangements should contact the Retail ITO.

Previous versions of the qualification

Version 2 of this qualification was revised in order to increase the qualification’s flexibility.

Version 1 of this qualification replaced the National Certificate in Retail and Wholesale (Level 2) [Ref: 0382]. The transition arrangements for that qualification expired in December 2005.

NQF Registration Information

Process	Version	Date	Last Date for Award
Registration	1	December 2002	December 2007
Revision	2	December 2003	December 2008
Review	3	June 2006	N/A

Standard Setting Body

Retail ITO
PO Box 24 341
Manners Street
WELLINGTON

Telephone 04 499 3078
Email info@retailito.org.nz

Any person or organisation may contribute to the review of this qualification by sending feedback to the standard setting body at the above address.

The review of this qualification is planned to take place in 2010.

Other standard setting bodies whose standards are included in the qualification

New Zealand Industry Training Organisation
NZQA

Certification

The certificate will display the logos of the Qualifications Authority and the Retail ITO.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
408	Service Sector/Retail, Distribution, and Sales	080501	Management and Commerce/Sales and Marketing/Sales

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.