

# 2018

## New Zealand Certificate in Retail (Level 3)

Delivered in Auckland on behalf of [Unitec Institute of Technology](#)



**Level**  
3



**Credits**  
61



**Duration**  
25 weeks



**Location**  
Auckland

### Programme Aim

The purpose of this programme is:

- To provide competent employees who are able to work in entry level positions in the retail sector
- To provide for those individuals who are working in entry level positions using retail and customer service skills, a credential that will support their career opportunities across arrange of organisations in the retail sector
- To establish standards of professional practice for retail and customer service skills that can provide customers with confidence in the service they receive.

### Entry Requirements

- 16 years or over
- Able to satisfactorily demonstrate satisfactory Literacy and Numeracy levels
- Ideally be working in the Retail sector or have access to working in the Retail sector
- Have an interest in employment in the Retail industry

### Modes of Delivery

Blended (a combination of face and online learning)

### Programme Structure

Module	Unit Standard and Title		L	C	V
Module 1: Health, Safety and Communication in a Retail Environment	27927	Apply health, safety and security practices to service delivery operations	3	5	1
	27928	Interact with other staff, managers and customers to provide service delivery outcomes	3	5	1
Module 2: Retail Operations	27929	Apply standard operating procedures and the code of conduct to a work role in a service delivery organisation	3	5	1
	27229	Respond to customers' complaints in a retail or distribution environment during customer interactions	3	4	3
	26860	Manage buyer resistance in sales situations	3	4	2
	1980	Describe , from an employee perspective, ways of dealing with employment relationship problems	3	2	8

Module	Unit Standard and Title		L	C	V
Module 3: Product Knowledge and Retail Interactions 1	26857	Apply knowledge of target markets, buyer behaviour and marketing mix to sales situations	3	10	2.
	12009	Complete sales transactions in a retail or distribution environment	3	5	4
	11818	Demonstrate and apply product and/or service knowledge	3	2	6
Module 4: Product Knowledge and Retail Interactions 2	376	Employ customer service techniques to accommodate customer behavioural styles in a workplace	3	2	8
	28302	Apply product information to selling goods in a retail environment	3	10	1
	26865	Apply knowledge of customer focused business relationships to sales situations	3	4	2
	26868	Apply knowledge of customer segmentation techniques to sales situations	4	3	1

## Contact us

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