

NATIONAL CERTIFICATE IN MARINE SALES AND SERVICES MARINE RETAIL AND DISTRIBUTION (Level 4)

109-115 CREDITS Version 1

A trainee completing this NZQA registered qualification will gain the knowledge and skills required to be Marine Industry recognized and qualified as a competent **Marine Retailer and Distributor**.

This is an intermediate level qualification for trainees already working or intending to work in the marine retail or distribution sectors of the Marine Industry. This qualification will be completed in the workplace or through the combination of workplace and off job training.

This qualification covers specialist marine equipment, generic sales skills, and knowledge relating to customers, products, computer use, merchandising and stock control.

The diversity and size of the New Zealand Marine Industry requires an efficient and modern support infrastructure staffed with competent experts in the areas of marine sales and services. Trainees in this programme develop in-depth knowledge of marine products and specialist equipment so that they can meet the specific requirements of their clients and provide solutions to unique issues found in the industry.

With the growth in refit and refurbishment work in recent times, the need for specialists in this industry sector is increasing.

This qualification takes, on average 2.5 to 3.5 years to complete.

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Jonathan Gravit



As a company owner (Safety at Sea and Southern Pacific Inflatables) and hugely experienced in the Marine Industry sales and services sector, Jonathan approached the NZ Marine ITO with a view to gaining credit for his industry skills and experience with a nationally recognised qualification.

Jonathan was a perfect candidate for 'RPL' or Recognition of Prior Learning. The NZ Marine ITO was able to work with Jonathon to confirm that over his career, he had acquired all the knowledge and skills contained in the National Certificate in Marine Sales and Services (Marine Retail and Distribution) Level 4, and in October 2009, he was awarded his qualification.

"I feel comfortable using this training, having experienced the comprehensive range of the content"
– Jonathan Gravit

NATIONAL CERTIFICATE IN MARINE SALES & SERVICES (MARINE RETAIL & DISTRIBUTION) (Level 4) (Version 1)**Unit Standard Content**

Unit Number	Unit Title	Level	Credit Value
409	Plan merchandising in a retail or distribution environment	4	3
412	Operate as an organisational representative and/or consultant	3	6
413	Manage credit facilities in a retail or distribution environment	4	3
2785	Create a computer spreadsheet to provide a solution for organisation use	3	5
6408	Identify cost factors and assess cost, volume, profit relationships for small business operations	4	5
9913	Demonstrate knowledge of the New Zealand marine industry	2	3
11751	Match customer's requirements for marine products with manufacturer's specifications	4	18
11817	Serve customers face to face in a wide range of contexts	3	4
11831	Apply skills and qualities of a salesperson in a retail or distribution environment	3	6
11939	Respond to customers' complaints by telephone in a retail or distribution environment	3	3
11940	Respond to customers' complaints face to face in a retail or distribution environment	3	4
11968	Maintain and integrate knowledge of legislation applicable to sale of goods and services	2	4
11969	Maintain and integrate knowledge of legislation applicable in a retail or distribution environment	4	4
11971	Use safe work practices in a retail or distribution environment	1	3
25353	Demonstrate knowledge of New Zealand marine industry product distribution	3	5
25354	Demonstrate knowledge of product purchasing for the New Zealand marine industry	4	4
25355	Demonstrate knowledge of customer service requirements for the supply of boat construction materials and equipment	4	4
25356	Purchase and receive marine products from suppliers	4	4
25357	Prepare quotations for marine product supply	4	4
25358	Demonstrate knowledge of international standards applicable to marine product supply	4	3
25359	Demonstrate knowledge of Australian and New Zealand standards applicable to marine product supply	4	2
25360	Demonstrate knowledge of risk and warranty for marine retail and distribution	4	3

Elective Unit Standards

Plus at least **1** standard (minimum of three credits) from each of the following three elective sets:

Elective 1 - A minimum of 3 credits

Unit Number	Unit Title	Level	Credit Value
407	Perform business calculations in a retail or distribution environment	4	6
11956	Prepare a float and reconcile sales records and takings in a retail or distribution environment	3	3
11976	Access and provide information using computerised inventory management system in a retail or distribution environment	3	4
18756	Use and maintain a computer database for business reporting and decision making	3	4

Elective 2 - A minimum of 3 credits

Unit Number	Unit Title	Level	Credit Value
11965	Plan and prepare for, and manage a stocktake in a retail or distribution environment	4	5
11981	Plan and control stock storage areas in a retail or distribution environment	4	3
11986	Establish and maintain stock levels in a retail or distribution environment	4	4

Elective 3 - A minimum of 3 credits

Unit Number	Unit Title	Level	Credit Value
67	Produce and distribute promotional materials in a retail or distribution environment	4	4
11821	Negotiate and implement sales contracts	5	4
11989	Select and present goods for promotion in a retail or distribution environment	4	3