

Unit Title:	Order products and services
OCR unit number	319
Sector unit number	D/601/2539
Level:	3
Credit value:	5
Guided learning hours:	35

Unit purpose and aim

This unit is about the ordering and supply of products and services for an organisation, ensuring that the products and services supplied meet the needs of the organisation and represent the best value for money.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand how to identify, select and negotiate the supply of products and services</p>	<p>The Learner can:</p> <p>1.1 Identify different sources of information on products and services for an organisation</p> <p>1.2 Explain how to use different sources of information on products and services</p> <p>1.3 Describe how to write a specification for a product or service</p> <p>1.4 Identify sources of products and services that meet the quality expectations of an organisation</p> <p>1.5 Explain the purpose of selecting products and services that represent best value for money</p> <p>1.6 Describe how to negotiate best value for money</p> <p>1.7 Explain the purpose of developing and maintaining good relationships with suppliers, and ways of doing so</p>	<p>Learning outcomes 1 to 3 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria.</p>

	1.8 Describe a supply chain and how it works	
2. Understand organisational requirements and policies for the ordering and supply of products and services	<p>2.1 Describe the procedures for the ordering and supply of products and services for an organisation</p> <p>2.2 Describe the needs and priorities for the ordering and supply of products and services for an organisation</p> <p>2.3 Explain the purpose of having organisational policies for the acceptance of gifts and hospitality</p>	
3. Understand how to monitor, evaluate and improve procedures for the ordering and supply of products and services	<p>3.1 Explain the purpose of monitoring and evaluating procedures for the ordering and supply of products and services, and ways of doing so</p> <p>3.2 Describe actions that may be taken to improve efficiency in the ordering and supply of products and services</p> <p>3.3 Describe ways of getting better value for money for products and services provided</p>	
4. Be able to follow organisational procedures for the ordering and supply of products and services	<p>4.1 Use available information to keep up to date with products and services in own area of work</p> <p>4.2 Agree a budget and specification for products or services to be ordered</p> <p>4.3 Identify sources of products and services that meet the quality specification(s) of the organisation</p> <p>4.4 Select the product or service which represents best value for money</p> <p>4.5 Procure product(s) or service(s) following organisational procedures</p>	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to order products and services.

	<p>4.6 Negotiate with selected supplier(s) to reach an agreement which offers good value for money and which is acceptable to both parties, within limits of own authority</p> <p>4.7 Agree a contract for the supply of product(s) or service(s), within limits of own authority</p>	
5. Be able to maintain relationships with suppliers of products and services and deal with problems	<p>5.1 Take actions to create and maintain partnerships with suppliers to improve quality and cut costs, within limits of own authority</p> <p>5.2 Monitor the performance of suppliers in line with the terms of the contract</p> <p>5.3 Deal with problems as they occur, seeking support from others, where necessary</p>	
6. Be able to monitor, evaluate and make recommendations to improve the ordering and supply of products and services	<p>6.1 Monitor the ordering and supply of products and services for effectiveness and efficiency</p> <p>6.2 Evaluate the ordering and supply of products and services and identify areas for improvement</p> <p>6.3 Suggest ways to improve effectiveness and efficiency and obtain better value for money for the supply of products and services</p>	

Assessment

This unit is centre assessed and externally verified. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, provides evidence across several units. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination of work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Company literature, leaflets, promotional materials, on products and services
- Budget allocations
- Specifications
- Product searches
- Lists of suppliers
- Communications with suppliers
- Quotations
- Evaluation report making recommendations on best value for money
- Contracts for provision of products/services
- Orders
- Delivery notes
- Invoices
- Statements
- Communications with suppliers
- Monitoring records and details of any problems encountered and resolution thereof
- Minutes of 1 to 1 meetings
- Minutes of team meetings
- Evaluation reports
- Appraisals/performance reviews
- Personal development plans

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAF131 Order products and services.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting	✓	Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk .