Unit Title:	**Deliver goods from a retail environment to the customer's delivery address**
OCR unit number:	38
Sector unit number:	C.50
Level:	2
Credit value:	3
Guided learning hours:	17
Unit reference number:	H/503/5715

Unit purpose and aim

This unit assesses the occupational competence of individuals who deliver goods from a retail environment to customers' delivery addresses.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand the role of the delivery person in promoting a positive impression of the retail organisation	**The Learner can:** 1.1 explain the importance of delivering products at the times agreed with customers whenever possible 1.2 explain the importance of keeping customers informed when the agreed delivery time cannot be achieved 1.3 explain the importance of giving customers, and others, a positive impression of the organisation when making deliveries
2 Be able to prepare to deliver goods from a retail environment to customers' delivery addresses	2.1 explain the benefits to the business and to the environment of planning an efficient delivery schedule 2.2 schedule deliveries in line with organisational procedures 2.3 perform checks to ensure that everything needed for the delivery schedule is available 2.4 perform checks to find out if there is enough fuel in the vehicle for the planned delivery schedule 2.5 obtain fuel for the delivery vehicle in line with organisational procedures

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Learning Outcomes	Assessment Criteria
3 Be able to convey goods from a retail environment to customers' delivery addresses	3.1 drive from a retail environment to customers' delivery addresses: • without injury to self and others • without damage to the goods and property • arriving at the times agreed with customers 3.2 contact customers to make alternative arrangements when deliveries cannot be made at the times agreed with customers 3.3 unload goods at customers' delivery addresses: • in line with organisational procedures • without injury to self and others • without damage to the goods and property
4 Be able to complete deliveries of goods at customers' delivery addresses	4.1 deliver goods to customers in a polite manner 4.2 leave deliveries only with individuals who can legally receive them 4.3 follow organisational procedures for dealing with goods that cannot be delivered 4.4 update records of delivery and non-delivery in line with organisational procedures

Assessment

This unit requires workplace assessment of occupational competence. It is internally assessed by centre staff and externally assessed by an OCR External Verifier.

The unit is competence-based. This means that it is linked to the candidate's ability to competently perform a range of tasks associated with their work.

For the purpose of this unit 'the customer' can be the person who placed the order, or someone receiving it on their behalf.

AC 4.1: 'Politely' means demonstrating respect and consideration for other people through the use of appropriate body language, verbal language, tone of voice (or the sign language equivalent) and facial expressions.

The unit needs to be assessed in line with the relevant Sector Skills Council's (SSC's) Assessment Strategy or Principles. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website (www.skillsmartretail.com).

Assessment conducted by an external/peripatetic assessor must adhere to section 4.2.1 of Skillsmart Retail's '*Retail Qualifications Assessment Principles'*. As such, OCR requires the line manager or the owner/manager to sign and date the bottom of each unit Evidence Record Sheet (ERS) to both confirm their involvement and the candidate's competence. This should be on or prior to the signature and date provided by the assessor.

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Evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing programmes of learning.

Guidance on assessment and evidence requirements

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference SSR.C276

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

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

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	✔

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 .