Unit Title:	**Source required goods and services in a retail environment**
OCR unit number:	3
Sector unit number:	B.16
Level:	3
Credit value:	10
Guided learning hours:	52
Unit reference number:	T/503/5671

Unit purpose and aim

This unit assesses the occupational competence of someone who orders stock for a retail store and is responsible for choosing the store's suppliers as well as ordering stock directly from suppliers.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Understand the role of suppliers when sourcing goods and services	**The Learner can:** 1.1 explain how suppliers' terms and conditions can affect the profitability of a retail business 1.2 explain the organisation's legal rights as a purchaser of goods and services, including rights relating to returns, replacements and refunds 1.3 explain what constitutes a legally binding contract between retailer and supplier
2 Be able to source required goods and services	2.1 interpret stock records to establish: • which stock needs replenishing • the quantity of stock required 2.2 evaluate the service offered by suppliers, taking account of: • the availability of the required goods and services • the terms and conditions offered by suppliers
3 Be able to order goods and services	3.1 analyse purchase requisitions to identify items that can be ordered together 3.2 order goods and services: • of the required type and quantity • allowing sufficient time for delivery 3.3 develop procedures that will enable colleagues to give sufficient notice of any special orders for goods and services

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Learning Outcomes	Assessment Criteria
	3.4 resolve overdue or incomplete orders with the supplier 3.5 arrange returns, replacements and refunds when applicable 3.6 explain the options available when orders cannot be fulfilled on time 3.7 maintain purchasing records that are in line with organisational procedures
4 Be able to evaluate the performance of suppliers of stock for retail sale	4.1 evaluate the quality, price and timeliness of deliveries against the organisation's requirements 4.2 evaluate colleagues' feedback about suppliers' performance to determine if the standard of performance is acceptable 4.3 provide feedback to suppliers on the level of service they provide

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.

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.

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*.

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National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference SSR.B306, SSR.B307

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 .