



Unit title	Order Products and Services
SQA code	H6GF 04
SCQF level	7
SCQF credit points	5
SSC ref	C16

History of changes

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Version number	Date	Description	Authorised by
02	20/11/2014	Update to Unit assessment information.	Qualifications Officer

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Title		Order Products and Services	
Learning Outcomes		Assessment Criteria	
The learner will:		The learner can:	
1	Understand how to identify, select and negotiate the supply of products and services.	1.1	Identify different sources of information on products and services for an organisation.
		1.2	Explain how to use different sources of information on products and services.
		1.3	Describe how to write a specification for a product or service.
		1.4	Identify sources of products and services that meet the quality expectations of an organisation.
		1.5	Explain the purpose of selecting products and services that represent best value for money.
		1.6	Describe how to negotiate best value for money.
		1.7	Explain the purpose of developing and maintaining good relationships with suppliers, and ways of doing so.
		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.	2.1	Describe the procedures for the ordering and supply of products and services for an organisation.
		2.2	Describe the needs and priorities for the ordering and supply of products and services for an organisation.
		2.3	Explain the purpose of having organisational policies for the acceptance of gifts and hospitality.

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
<p>3 Understand how to monitor, evaluate and improve procedures for the ordering and supply of products and services.</p>	<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>
<p>4 Be able to follow organisational procedures for the ordering and supply of products and services.</p>	<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> <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>

Learning Outcomes		Assessment Criteria	
The learner will:		The learner can:	
5	Be able to maintain relationships with suppliers of products and services and deal with problems.	5.1	Take actions to create and maintain partnerships with suppliers to improve quality and cut costs, within limits of own authority.
		5.2	Monitor the performance of suppliers in line with the terms of the contract.
		5.3	Deal with problems as they occur, seeking support from others, where necessary.
6	Be able to monitor, evaluate and make recommendations to improve the ordering and supply of products and services.	6.1	Monitor the ordering and supply of products and services for effectiveness and efficiency.
		6.2	Evaluate the ordering and supply of products and services and identify areas for improvement.
		6.3	Suggest ways to improve effectiveness and efficiency and obtain better value for money for the supply of products and services.

Additional information about the Unit
Unit purpose and aim(s)
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.
Details of the relationship between the Unit and relevant national occupational standards (if appropriate)
Developed from Creative and Cultural Skills National Occupational Standards
Details of the relationship between the Unit and other standards or curricula (if appropriate)
N/A
Assessment requirements specified by a sector or regulatory body (if appropriate)
N/A

Assessment (evidence) Requirements

Assessors must ensure that learners provide evidence to cover all the Learning Outcomes and Assessment Criteria.

This Unit is designed to assess the skills of learners in the workplace. Evidence of occupational competence should be generated and collected through performance in workplace conditions. This includes the knowledge-based Learning Outcomes and Assessment Criteria of the competence Units.

These conditions would be those typical to the learner's normal place of work. The evidence collected under these conditions should also be as naturally occurring as possible. It is accepted that not all employees have identical workplace conditions and therefore there cannot be assessment conditions that are identical for all learners. However, assessors must ensure that, as far as possible, the conditions for assessment should be those under which the learner usually works.

Collection of evidence of performance can be used to substantiate, support and expand the evidence base for competent performance. This may include:

- ◆ Observation
- ◆ Product and photographic evidence
- ◆ Relevant active documentation, reports, presentations

Performance Evidence: Observation

Observation of performance at work. Assessors must provide information about the context of the assessment.

Performance Evidence: Products

Work products (such as reports, letters, memos, printouts, presentations, etc) are valuable items of performance evidence. Assessors are encouraged to assess work products and record the location of evidence within their assessment records. Assessment centres using 'paperless portfolios' should first discuss their approach to assessment with their awarding body.

Guidance on Methods/Instruments of Assessment

This Unit is designed to assess the knowledge of learners in the workplace. Learning Outcomes may be assessed by a work-based assessment or by observation/product evidence/witness testimony. Online assessment may also be used. The collection of supplementary evidence of performance can be used to further substantiate, support and expand the evidence base for competent performance where this is necessary. This may be required depending on the size of the organisation in which the learner is working.

Supplementary evidence may include:

- ◆ Questioning
- ◆ Professional discussion
- ◆ Witness testimony
- ◆ Other valid evidence which relates directly to learner performance

Guidance on Methods/Instruments of Assessment (cont)

Supporting Evidence: Questioning

Assessment by observation and examination of work products usually results in inferred knowledge. As a result, questions should only be asked to fill gaps where knowledge is not explicit. This style of assessment still requires the assessor to confirm how knowledge and understanding has been addressed but avoids over assessment of the learner.

Questioning includes: verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

Supporting Evidence: Professional Discussion

Professional discussion is a single, or series of structured, planned and in-depth discussions which can be recorded electronically or manually in paper, computer, audio or video files. Professional discussions can be used to support observation reports, examination of work products and knowledge questionnaires. It is more usually used to fill in gaps in existing performance and knowledge evidence. It can be used formatively and summatively, and using it enhances the assessment process for both learners and assessors.

Professional discussion is used in holistic assessment, which is rigorous, informative and cost-effective, provided the learner is competent in their job role and ready to be assessed. If these conditions are met, assessors can plan to assess naturally-occurring 'evidence-rich' opportunities at work by observation, examination of work products, professional discussion and questioning knowledge within one assessment session. It is also possible for assessors to obtain witness testimonies at the same assessment session. Such a comprehensive activity is likely to focus on major work activities that demonstrate learner competence.

Supporting Evidence: Witness Testimony

Witness testimony can provide valuable evidence of learner competence. In line with established principles it must be:

- ◆ a clear, authentic statement indicating how the learner carries out their job
- ◆ dated, signed and include the job title of the witness

Supporting Evidence: Other qualifications

Other qualifications can be used as supporting evidence in a learner's portfolio. The qualification must be current and be benchmarked to one or more of the national occupational standards. However, it will only be supporting evidence, as assessors must still make judgements about how the learner demonstrates competence at work.

SQA's Guide to Assessment provides information on appropriate instruments of assessment. This guide is designed to provide support for everyone who assesses for SQA qualifications. It looks at the principles of assessment, and brings together information on assessment in general as well as on best practice in assessment.

The *Guide to Assessment* can be downloaded free from SQA's website www.sqa.org.uk.

Creative and Cultural Skills Assessment Strategy also supports the assessment of this Unit.