

Carry out procedures for the sale of stocked materials or products

WM56 - SQA Unit Code H2L2 04

This national occupational standard WB10 belongs to Pro Skills – the standards setting body for the process and manufacturing sector

Area of competence

Achievement of this unit demonstrates your competence in controlling the sale of stocked materials or products, sometimes termed “Yard sales” or “Cash Sales”. You must be able to interpret the customers’ requirements, written and/or verbal, confirming if they can be met, giving appropriate instruction for safe collection, and to address any problems which can occur.

You must also be able to ensure the goods sold are as specified and that appropriate payment is made according to operational procedures

This unit is suitable for operatives carrying out this activity on all types of materials or products including those from extractive, mineral processing and/or manufacturing, mineral or waste storage/transfer facilities.

Knowledge and Understanding

Within the limits of your responsibilities you will need to demonstrate that you know and understand:

1. Organisational procedures for sales transactions
2. Methods of confirming the customer’s identity
3. How to establish if the customer has credit rating
4. Organisational requirements for vehicles entering the site
5. Operational procedures for vehicle movements on site
6. Organisational requirements for vehicles leaving the site
7. The product range available
8. How to check stock levels available
9. Reporting procedures when stock is low/unavailable
10. Procedures to deal with difficult customers
11. Procedures to deal with customers without a method of payment or credit rating
12. How to identify materials sold
13. Health, safety and environmental information required by the customer in relation to the materials sold

14. Reporting and recording arrangements for sold goods
15. Problems that could occur, and the methods and procedures for resolving/reporting these.
16. Approved procedures and practices in the context of the operation, the work activity and the workplace environment (organisational, regulatory, emergency, operational)

Performance Criteria

To achieve this unit you will have ensured that work is carried out to approved procedures and practices and in compliance with relevant statutory requirements, and that:

- a. You correctly interpret the customers' requirements.
- b. The identity of the customer is established and confirmed as being an accepted customer.
- c. Goods meeting the customers' requirements are confirmed as available.
- d. The customer is informed of conditions of sale
- e. The customer is given appropriate accurate instructions regarding safe and efficient loading/receipt of goods.
- f. The customer is given appropriate health, safety and environmental information in relation to the sold goods
- g. The customer has appropriate equipment and transport is suitable for the goods.
- h. A method of payment is established and payments received/processed
- i. Goods purchased are checked as meeting specification requested
- j. Records of purchases are completed and processed