

Unit PPLHSL16 (HK75 04) Supervise Vending Services

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about the maintenance of the vending service and is likely to be used by a supervisor responsible for the activities within the area of work on a daily basis under the direction of the relevant manager. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Develop procedures and work schedules and make sure you and your staff comply with them, updating staff on any new requirements.  2 Ensure staff have the skills, knowledge and resources they need when they need them and encourage staff to ask questions if there is information that they do not understand.  3 Carry out inspections to make sure the vending service complies with legal requirements, industry regulations, professional codes and organisational policies.  4 Recognise changes in circumstances promptly and adjust plans and activities accordingly; find practical ways to overcome barriers and take effective action to manage problems that may disrupt the vending service.  5 Lead by example and brief staff to look for and report problems when they occur and respond constructively; recognise recurring problems and promote changes to structures, systems and processes to resolve these.  6 Monitor the quality of work and progress against plans and take effective action to manage problems with the vending service when they occur, finding practical ways to overcome barriers.  7 Control costs, make best use of available resources and proactively seek new sources of support when issues arise.  8 Inform customers of any changes to the service that may affect them.  9 Monitor and review the vending service to identify how the service could be improved, continuously seeking to improve products and services and diversify where appropriate.  10 Collect feedback on the service from staff and customers.  11 Give constructive feedback to staff to help them improve their performance where appropriate.  12 Use effective methods to gather, store and retrieve information, accurately complete the required records and report on performance to support the vending service according to your organisational procedures. |

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| **Scope/Range** |
| **What you must cover:** |
| There must be performance evidence to show that the candidate has gathered, stored and retrieved information:  a cost effectively  b time efficiently  c ethically |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | **Scope/Range** | | |
| **What you must do** | | | | | | | | | | | | **What you must cover:** | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **a** | **b** | **c** |
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| **Knowledge and understanding** | | | **Evidence reference**  **and date** |
| **What you must know and understand** | | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | | |
| 1 | **How to plan efficient vending services** | |  |
| 1.1 | What legal requirements govern vending operations. |  |
| 1.2 | What your organisation's policies are for providing the vending service. |  |
| 1.3 | What range of products is provided by your organisation. |  |
| 1.4 | What types of machines are used by the organisation. |  |
| 1.5 | What vended products can cause allergic reactions. |  |
| 1.6 | What measures need to be taken to prevent reactions to potential allergens. |  |
| 1.7 | How to contribute to developing procedures for the vending service. |  |
| 1.8 | Why you need contingency plans to deal with problems with the vending service. |  |
| 1.9 | What your organisation's policies are for identifying faults, breaches of security and damage. |  |
| 2 | **How to work out what resources are needed to operate efficient vending services** | |  |
| 2.1 | The resources you require for the operation of the vending service and how to obtain these. |  |
| 2.2 | What resources you need to ensure the hygiene and maintenance of the vending service. |  |
| 3 | **How to operate efficient vending services** | |  |
| 3.1 | What systems are in place to ensure staff are following correct procedures and how you should apply these. |  |
| 3.2 | Why it is important to liaise with customers and staff. |  |
| 3.3 | How to communicate procedures to your staff. |  |
| 3.4 | What procedures staff should follow for cleaning, filling and emptying machines of cash. |  |
| 3.5 | How to deal with cash discrepancies. |  |
| 3.6 | How products should be presented and displayed. |  |
| 3.7 | How frequently you should refill the machines in your area of responsibility |  |
| 3.8 | What temperatures should be maintained for the products you are responsible for and why this is important. |  |
| 3.9 | The recording procedures which apply to the maintenance and operation of the service (including cash takings, temperature control and complaints) and why this is important. |  |

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| 4 | **How to monitor vending services** | |  |
| 4.1 | How to monitor and review the service, including collecting feedback from customers and staff and reviewing sales. |  |
| 4.2 | What procedures you should use to monitor sales. |  |
| 4.3 | Why you should report fluctuations in sales and who you should report these fluctuations to. |  |
| 4.4 | What the types of problems are that may affect the vending service and how to manage these. |  |
| 5 | **How to gather and act on feedback** | |  |
| 5.1 | How to use feedback from others constructively. |  |
| 5.2 | How to encourage others to givefeedback. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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