

Unit PPLHSL14 (HK77 04) Manage the Receipt, Storage or Dispatch of Goods

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 managing the receipt, storage or dispatch of goods. This standard is for hospitality team leaders, first line managers or supervisors.  The logistics chain from goods arriving, being stored safely and then sent on to the next destination requires careful planning, monitoring and control. |

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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 Confirm the goods are of the quality and type required.  2 Determine the storage conditions and equipment required to manage the goods.  3 Assess the capacity of the storage facility and identify appropriate areas for receiving, storing or dispatching goods.  4 Organise the movement or rotation of goods to assist receiving, storing or dispatching goods.  5 Ensure any monitoring activities, tests and other storage arrangements required for the goods are carried out in accordance with organisational procedures.  6 Identify and confirm requirements for facilities and equipment to be used with the goods.  7 Utilise and maintain the organisation's logistics resources effectively to manage the receipt, storage and dispatch of goods.  8 Provide information on the goods and their requirements to all relevant people using appropriate communication methods.  9 Identify any relevant health, safety and security issues relating to the management of the goods.  10 Identify any problems with managing the goods and take the appropriate action to deal with them.  11 Report work activities and record them in the appropriate information systems according to organisational procedures.  12 Comply with all relevant work and safety legislation, regulations, standards and organisational procedures. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
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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 | Sources of information on the capacity and limitations of a storage facility. |  |
| 2 | Types of goods to be received, stored or dispatched. |  |
| 3 | Storage areas relevant to the type of goods to be received, stored or dispatched. |  |
| 4 | Special requirements relating to the receipt, storage or dispatch of goods. |  |
| 5 | Monitoring and testing systems and procedures. |  |
| 6 | Methods of stock rotation and movement. |  |
| 7 | Resources available in the organization. |  |
| 8 | Types of problem arising from managing the processing of goods. |  |
| 9 | Sources of information on legislation and regulations. |  |
| 10 | Legislation and regulations that apply to own area of responsibility. |  |
| 11 | Legal requirements for the storage and distribution of specific goods and materials. |  |
| 12 | Reporting responsibilities and information systems used by the organisation for specific work activities. |  |
| 13 | Working practices, operating procedures, guidelines and codes of practice. |  |
| 14 | Roles and responsibilities of different colleagues. |  |

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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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