

Unit PPL1FOH7 (HL3J 04) Collect and Deliver Items for Customers and Staff

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 collecting and delivering items such as letters and other papers, customer property and messages. It is for receptionists or porters. The task of collecting or delivering customers property efficiently is extremely important. |

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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). The assessor **must** assess Performance Criteria (PC) 1–10 by directly observing the candidate’s work. | |
| **Collect items from customers and staff**  **1 Follow instructions correctly.**  **2 Collect the right items from the right place at the right time.**  **3 Protect all items against damage or loss.**  **4 Record the collection according to organisation's procedures.**  **5 Deal with customers and staff in a polite and efficient manner.** | **Deliver items to customers and staff**  **6 Follow instructions correctly.**  **7 Deliver the right items to the right place at the right time.**  **8 Protect all items against damage or loss.**  **9 Record the delivery according to organisation's procedures.**  **10 Deal with customers and staff in a polite and efficient manner.** |

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| **Scope/Range** | |
| **What you must cover:** | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | |
| **both:**  (a) written instructions  (b) spoken instructions  **two** from:  (c) customer belongings  (d) letters and parcels  (e) documents  (f) messages (digital or non-digital) | **one** from:  (g) places inside the organisation  (h) places outside the organisation |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. | |

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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** | **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** |
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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 follow spoken and written instructions |  |
| 2 | The types of items you might be asked to collect and deliver |  |
| 3 | The types of places you may be asked to collect and deliver items and how to find these places |  |
| 4 | How to handle items without injuring yourself or damaging the items |  |
| 5 | Why it is important to collect and deliver on time |  |
| 6 | What records of collection and delivery you may have to keep up to date |  |
| 7 | How to deal with customers and other staff when you are making collections and deliveries |  |
| 8 | The types of problems that may happen when you are collecting and delivering items and how to deal with these |  |

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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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