Unit PPL1FOH5 (HL3L 04) Receive, Move and Store Customer and Organisation

 Property

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)** |  |

Unit PPL1FOH5 (HL3L 04) Receive, Move and Store Customer and Organisation Property

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| **Unit overview** |
| This unit is about keeping customers and the organisation's property safe and secure. It is for people who receive, move or store items and could be a receptionist or a porter. It is about storing luggage, coats and other items. It also covers moving things such as furniture and electrical equipment and keeping them secure. |

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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 PCs 1-3, 5-8, 10 and 11 by directly observing the candidate’s work. PCs 4 and 9 may be assessed by alternative methods if observation is not possible. |
| **Receive customer property****1 Deal with your customers quickly, politely and helpfully.****2 Take customers' property and give them a receipt when necessary.****3 Secure customer property in line with organisation standards.**4 Report any suspicious customer property to an appropriate member of staff. | **Handle, move and store customer and organisation property****5 Choose the safest and best way to move the property.****6 Lift and move property safely without injuring yourself or others or causing damage.****7 Protect property against loss or damage.****8 Move property to the right place at the right time.**9 Protect the property against being taken without permission.**10 Fill in any storage records correctly.****11 Keep your storage area secure, clean, tidy and hygienic.** |

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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: |
| **two** from:(a) luggage(b) coats and other items of clothing(c) valuables**two** from:(d) furniture(e) electrical equipment(f) luggage(g) other property | **one** from:(h) carrying property(i) using a trolley to move property**two** from moving property to:(j) customer accommodation(k) public areas(l) storage areasEvidence 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** |
| **What you must do** | **What you must cover** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** | **j** | **k** | **l** |
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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). |
|  | **Receive customer property** |  |
| 1 | Your organisation's responsibilities for storing customer property |  |
| 2 | Why it is important to deal with customers quickly, politely and helpfully |  |
| 3 | The right way to greet and deal with customers |  |
| 4 | The right way to take property from the customer |  |
| 5 | Why it might be important to give the customer a proper receipt for their property |  |
| 6 | How to recognise a suspicious item of property and what you should do about it |  |
|  | **Handle, move and store customer and organisation property** |  |
| 7 | How to decide whether to move property by carrying it or by using a trolley |  |
| 8 | The types of injuries that could happen when lifting and moving different types of property |  |
| 9 | Lifting and handling techniques you should use to stop you injuring yourself and others and damaging property |  |
| 10 | Appropriate clothing and footwear when handling heavy or dirty property |  |
| 11 | How to avoid losing property when you are moving and storing it |  |
| 12 | How to avoid someone taking property without permission |  |
| 13 | Where you should store customers' property |  |
| 14 | The types of problems that may happen when you are moving property and what to do about these |  |
| 15 | Why it might be important to keep storage records and how to fill these in |  |
| 16 | Why you should keep storage areas secure, clean, tidy and hygienic and how you should do this |  |
| 17 | The types of problems you might come across with storage areas and what to do about these problems |  |

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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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