

General Imported Units
(37-V7 to 62-V13)



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Give Customers a Positive Impression of Yourself and Your Organisation

(ICS Unit 1, Level 2)

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests. For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor. If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.



The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections. You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence. Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

1. Produce the same evidence as for the following N/SVQ except that only one example is needed.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

General Requirements

You must:

1. Produce evidence to show you meet all of the performance objectives consistently
2. Produce evidence to show that you have covered all the items listed in the scope for this unit
3. Produce evidence to show that you possess all the knowledge required.
4. Produce performance evidence resulting from work that you carried out in your normal workplace
5. Be observed by a qualified assessor carrying out work in your normal workplace
6. Evidence from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit.

You must:

7. Prove that you have worked to give customers a positive impression of yourself and your organisation.
8. Must produce evidence that you have done this over a period of time with different customers on different occasions.
9. Produce performance evidence that shows you have covered all the Scoping Statement for this unit.
10. Your assessor must physically observe you giving a positive impression of yourself and your organisation to different customers on at least 3 different occasions. These observations must cover at least two situations from each of the Scoping Statement categories for this unit.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.


If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed assessment
Give customers a positive impression of yourself and your organisation 1				
Give customers a positive impression of yourself and your organisation 2				
Give customers a positive impression of yourself and your organisation 3				

Supplementary evidence (if used) PRN			
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On line test reference for this unit PRN	
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Unit assessment and verification declaration

VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:	N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:
VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:	N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:
VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick): <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:	N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick): <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:

Performance objective checklist

To be competent you must:	PRN
Establish effective relationships with customers	
Meet your organisation's standards for appearance and behaviour	
Greet your customers in a way that is appropriate to their needs	
Communicate with your customers in a way that makes them feel valued and respected	
Identify and confirm the needs and expectations of your customers	
Treat your customers courteously and helpfully even when you are working under pressure	
Maintain communication with your customers to ensure that they are kept informed and reassured	
Adapt your behaviour to respond effectively to different customer behaviour	
Respond appropriately to customers	
Respond appropriately to customers who indicate that they need or want your attention	
Select an appropriate way of communicating with your customers to suit their individual needs	
Respond promptly and positively to your customers' questions and comments	
Allow your customers time to consider your response and giving further explanation when appropriate	
Check with your customers that you have fully understood their needs and expectations	
Communicate information to customers	
Quickly locate information that will help your customer	
Give your customers the information they need about the products or services offered by your organisation	
Recognise information that your customers might find complicated and checking whether they fully understand	
Explain clearly to your customers any reasons why their needs or expectations cannot be met	

Scope of this unit

All of the items listed below form part of this National Occupational Standard.	PRN
1. Customers	
a. who have different needs and expectations	
b. who appear angry	
c. who may be confused	
2. Performance must be demonstrated in	
a. very busy periods	
b. quiet periods	
c. periods when you are working under pressure	
3. Communications must show	
a. appropriate spoken or written language	
b. application of the rules and procedures suitable for the method of communication chosen	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Legislative and Organisation Requirements and Procedures</p> <p>1. The specific aspects of</p> <ul style="list-style-type: none"> i. health & safety ii. data protection iii. equal opportunities iv. disability discrimination v. legislation and regulations <p>which affect the way products or services can be delivered to your customers.</p> <p>2. Industry, organisational and professional codes of practice and ethical standards that affect the way in which products or services can be delivered to your customers.</p> <p>3. The guidelines laid down by your organisation which limit what you can do within your job</p> <p>4. The limits of your own authority and when you need to seek agreement with or permission from others.</p> <p>5. Any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met.</p> <p>6. Your organisation's standards for appearance and behaviour.</p> <p>7. Your organisation's guidelines for recognising customers' needs and expectations and responding positively to them.</p>	
<p>Customer Rights</p> <p>8. What your customers' rights are and how these rights limit what you are able to do for your customer.</p> <p>9. Any contractual agreements that your customers have with your organisation.</p>	
<p>Products and or Services</p> <p>10. The products or services of your organisation relevant to your customer service role.</p>	
<p>Communication</p> <p>11. How to communicate in a clear, polite, confident way and why this is important.</p> <p>12. The rules and procedures regarding the methods of communication you use</p> <p>13. How to recognise when a customer is angry and confused.</p>	

<p>In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.</p>	
Assessor	Date
Candidate	Date

Syllabus

Give Customers a Positive Impression of Yourself and Your Organisation

This unit is all about communicating with customers and giving a positive impression of yourself whenever you deal with a customer. By doing this you will also be giving a positive impression of your organisation and the customer service it provides.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Products and Services:

Examples include parts, accessories, consumables and related support or 'add on' services which may be available.






Assessment

Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLLA test associated with this unit.

Receive and Store Parts

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests.

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

1. Produce the same evidence as for the following N/SVQ except that only one example of each assessment is required.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

General Requirements

You must:

1. Produce evidence to show you meet **all** of the performance objectives consistently.
2. Produce evidence to show that you have covered **all** the items listed in the scope for this unit.
3. Produce evidence to show that you possess **all** the knowledge required.
4. Produce performance evidence resulting from work that you carried out in your normal workplace.
5. Be observed by a qualified assessor carrying out work in your normal workplace.

Evidence from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit.

You must:

2. Produce evidence of receiving and storing parts on **at least 3** separate occasions.
3. Produce evidence of dealing with discrepancies on **at least 2** separate occasions to include:
 - a. damage
 - b. incorrect stock.

Your assessor must physically observe you selecting and issuing vehicle parts on **at least 2** separate occasions.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.


If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed assessment
Receiving and storing parts 1				
Receiving and storing parts 2				
Receiving and storing parts 3				
Dealing with discrepancies 1				
Dealing with discrepancies 2				
Selecting and issuing vehicle parts 1				
Selecting and issuing vehicle parts 2				

Supplementary evidence (if used) PRN			
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On line test reference for this unit PRN	
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Unit assessment and verification declaration

<p>VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>	<p>N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>
<p>VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>	<p>N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>
<p>VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>	<p>N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>

Performance objective checklist

To be competent you must:	PRN
Wear suitable personal protective equipment throughout all parts receipt and storage activities.	
Make sure the parts receiving area is clean, tidy and free from obstructions and hazards prior to deliveries of expected orders.	
Accept deliveries after checking they confirm to the type, quality and quantity of parts expected.	
Report any discrepancies in deliveries and storage problems to the relevant person promptly.	
Access available information systems to identify the location for parts correctly.	
Place parts in the correct locations in the time allowed.	
Put parts into storage in a way that makes best use of the space available.	
Put parts into storage in such a way that they can be accessed at the right time according to stock rotation requirements, where applicable.	
Work in a way which minimises the risk of: accidents and or injury to yourself and others damage to the received parts damage to parts already in stock damage to facilities.	
Enter details of the stock received into the stock control system in a timely and accurate way.	
Receipt and storage documentation is accurate, complete and passed to the relevant person(s) promptly in the required format.	

Scope

None specified for this unit

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Legislative and organisational procedures and requirements</p> <ol style="list-style-type: none"> 1. Your organisation's systems and procedures for: <ul style="list-style-type: none"> - the receipt and storage of goods (including those for 'special order' parts) - parts storage, rotation and management - update of stock records - completion of parts receipt and storage documentation. 2. The person to whom discrepancies and storage problems should be reported 3. The differing security, safety (e.g. COSHH) and environmental conditions required for parts storage, including the storage and handling of replacement air bags, and the reasons for these. 4. The requirements for and the importance of, wearing personal protective equipment when handling and moving parts. 5. The costs associated with damaged parts and why it is important that damaged parts are reported promptly. 	
<p>Parts handling and storage</p> <ol style="list-style-type: none"> 6. How to perform visual and physical quality checks at the time of receipt of parts. 7. How to locate where parts are stored using the parts information system in operation in your organisation. 8. How to handle and move parts safely. 9. How to use the mechanical handling equipment available in your parts operation. 10. How to store parts to make best use of available space. 11. How to store parts to conform with any stock rotation requirements. 12. Good housekeeping practices and the consequences of not carrying them out. 13. When and where handling equipment should be used. 	
<p>Stock records and stock control</p> <ol style="list-style-type: none"> 14. How to access and interpret information to determine what parts deliveries are expected. 15. How to update stock records on the receipt of goods. 16. How to complete relevant parts receipt and storage documentation. 17. The parts numbering system for the makes and types of parts you deal with. 18. The storage requirements for special and or easily damaged parts (e.g. body panels). 19. How the parts stock control system works. 	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.	
Assessor	Date
Candidate	Date

Key and core skills signposting

Key Skills	Core Skills
Communication: C1.2	Communication: Access 3, Outcome 1
Application of Number: N1.1; N1.2	Numeracy: Access 3, Outcomes 2 and 4
Information Technology: ICT1.1?	Information Technology: Access 3, Outcomes 1 and 3?
Working with Others: WO1.2	Working with Others: Access 3, Outcome 2
Improving Own Learning and Performance: Not applicable	<i>No parallel unit.</i>
Problem Solving: PS2.1	Problem Solving: Intermediate 1, Outcome 1

Syllabus

Receive and Store Parts

This unit is about receiving parts into storage, putting them into the required location, updating stock control systems and completing necessary documentation in a dealership, fast fit centre, parts distribution centre or similar situation.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Discrepancies:

Examples include shortfalls, order omissions, damages, colour variations, and wrong type of part, etc.






Assessment

Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLLA test associated with this unit.

Coordinate the receipt and storage of parts

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests. For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

1. Produce the same evidence as for the following N/SVQ except that only one example is needed.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

General Requirements

You must:

1. Produce evidence to show you meet all of the performance objectives consistently.
2. Produce evidence to show that you have covered all the items listed in the scope for this unit.
3. Produce evidence to show that you possess all the knowledge required.
4. produce performance evidence resulting from work that you carried out in your normal workplace.
5. Be observed by a qualified assessor carrying out work in your normal workplace.
6. Evidence from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit.

You must:

7. Produce evidence of co-ordinating the receipt and storage of parts on at least 3 separate occasions
8. Produce performance evidence to show that you have covered all the items in the Scoping Statement for this unit.
9. Your assessor must physically observe you co-ordinating the receipt and storage of parts on at least 2 separate occasions.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.


If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary (N/SVQ and VRQ)

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed assessment
Co-ordinating the receipt and storage of parts 1				
Co-ordinating the receipt and storage of parts 2				
Co-ordinating the receipt and storage of parts 3				

Supplementary evidence (if used) PRN			
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On line test reference for this unit PRN	
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Unit assessment and verification declaration

VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:	N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:
VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:	N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:
VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick): <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:	N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick): <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:

Performance objective checklist

To be competent you must:	PRN
When necessary, assemble sufficient competent staff to handle incoming orders before the deliveries are received.	
Allocate and clearly explain roles and responsibilities to all staff involved in storing and moving parts received.	
Ensure that the parts receiving area is clear and that sufficient storage space is prepared before the expected delivery.	
Check that deliveries are unloaded safely and securely.	
Ensure the parts received are checked against requirements promptly.	
Ensure that delivery documentation is complete, accurate and processed promptly.	
Check delivery records promptly to see if your organisation's requirements have been met by your individual suppliers.	
When necessary, organise storage facilities to take account of known operational needs, safety requirements and the need to preserve the condition of parts.	
Develop and update contingency plans to cope with abnormal situations .	
Maintain a routine for checking stock condition and storage and carry out spot checks at regular intervals.	
Maintain a routine for checking the movement of stock to ensure health and safety and other organisational requirements are being met.	
Take prompt remedial action in line with both legal and organisational requirements to resolve any parts receipt and storage problems.	
Actively encourage individuals to make suggestions for improving the movement and storage of stock.	
When necessary, implement workable improvements promptly and effectively following approval from the relevant person.	
Keep complete, accurate and up-to-date stock records that can be accessed by everyone who needs them.	
When requested to do so, provide accurate, up-to-date parts receipt and storage information to relevant people promptly.	

Scope of this unit

All of the items listed below form part of this National Occupational Standard.	PRN
1. Requirements relate to:	
a. type of goods	
b. quantity of goods	
c. delivery time	
2. Abnormal situations are:	
a. heavy parts	
b. large orders	
c. unscheduled deliveries	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Legislative and organisational requirements and procedures</p> <ol style="list-style-type: none"> 1. How to use the stock recording and controlling systems in use in your organisation effectively. 2. Your organisation's systems and procedures for: <ul style="list-style-type: none"> - receiving and accepting parts - storing and moving parts stock, including maintaining the quality of stock susceptible to damage and or deterioration - dealing with discrepancies and late deliveries - recording, documentation and parts stock control - health, safety and security when receiving and moving parts - checking stock condition and the storage of stock - removing out of date stock. 3. Legal requirements applicable to the storage of parts (e.g. Air bags). 	
<p>Organisation and storage of stock</p> <ol style="list-style-type: none"> 4. How to prepare for the receipt and handling of different types of parts. 5. How to assess and determine storage needs for parts. 6. How to protect vehicle parts from damage and deterioration. 7. How to determine appropriate storage layouts for the storage of parts. 8. How to monitor parts stock storage and movements of stock. 9. The importance of checking incoming parts against requirements promptly after unloading. 	
<p>Dealing with stock related problems</p> <ol style="list-style-type: none"> 10. How to solve storage problems efficiently, safely and securely. 11. The causes of parts stock deterioration and how this can be minimised. 	
<p>Communicating and working with others</p> <ol style="list-style-type: none"> 12. How to evaluate the profitability of ideas for improving the procedures for moving and storing stock. 13. How to organise and communicate work roles and responsibilities accurately and clearly. 14. Who may be called upon to assist with parts deliveries and storage 15. The information staff need in order to receive, move and store parts received efficiently and safely. 16. The criteria necessary for evaluating ideas. 	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.	
Assessor	Date
Candidate	Date

Key and core skills signposting

Key Skills	Core Skills
Communication: C2.1a; C2.1b; C1.2; C1.3	Communication: Intermediate 1, Outcome 3. Access 3, Outcomes 1 and 2
Application of Number: N1.1; N1.2; N1.3	Numeracy: Access 3, Outcomes 2 and 4
Information Technology: Dependent on system in use. Potential for ICT1.1; ICT1.2	Information Technology: Dependent on system in use. Potential for Access 3, Outcomes 1,2 and 3
Working with Others: WO3.1; WO3.2; WO3.3	Working with Others: Intermediate 2, Outcomes 1,2,3 and 4
Improving Own Learning and Performance: Not applicable	<i>No parallel unit.</i>
Problem Solving: PS3.1; PS3.2; PS3.3	Problem Solving: Intermediate 2, Outcomes 1, 2 and 3

Syllabus

Co-ordinate the Receipt and Storage of Parts

This unit is about taking responsibility for ensuring incoming parts are checked, handled and stored effectively. It includes organising storage facilities, allocating work roles, keeping reliable stock records and monitoring the quality of parts and the way they are stored.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Criteria for evaluating ideas:

Examples include safety, cost effectiveness, use of personnel, contribution to improving productivity and effectiveness of working, potential to improve customer service, etc.

Legal requirements:

These are any current, relevant health and safety and care of substances hazardous to health (COSHH) legislation applicable to the storage of parts.

Parts:

These are vehicle parts, any accessories and consumables.

Relevant people:

Examples include your line manager and other senior colleagues.

Stock Records and Documentation:

Manual or computer based systems, depending on what is in use within your organisation.

Suppliers:

Examples are manufacturers, factors and other motor vehicle parts suppliers.






Assessment

Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLTA test associated with this unit.

Process Payment Transactions

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests.

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

1. Produce the same evidence as for the following N/SVQ.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

General Requirements

You must:

1. Produce evidence to show you meet all of the performance objectives consistently
2. Produce evidence to show that you have covered all the items listed in the scope for this unit
3. Produce evidence to show that you possess all the knowledge required.
4. Produce performance evidence resulting from work that you carried out in your normal workplace
5. Be observed by a qualified assessor carrying out work in your normal workplace
6. Evidence from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit

You must:

7. Produce evidence of processing payments on at least 3 separate occasions
8. Produce performance evidence to show that you have covered all the items in the scoping statement for this unit.

Your assessor must observe you processing payments on at least 2 separate occasions.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.


If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed assessment
Processing payments 1				
Processing payments 2				
Processing payments 3				

Supplementary evidence (if used) PRN			
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On line test reference for this unit PRN	
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Unit assessment and verification declaration

<p>VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>	<p>N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>
<p>VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>	<p>N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>
<p>VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>	<p>N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>

Performance objective checklist

To be competent you must:	PRN
1. Identify the price of items accurately.	
2. Resolve any problems in pricing parts and services promptly by using the sources of information at your disposal.	
3. Calculate the total price of the transaction correctly.	
4. Inform customers of the amount due clearly and accurately.	
5. Confirm the cash amount given by your customer and the change you give them.	
6. Verify the identity of account holders following your organisation's procedures prior to debiting their account.	
7. Gain authorisation for accepting non-cash payments and processing account debits when the value of the order exceeds the limit you are able to authorise.	
8. Inform the customer tactfully when authorisation for payment cannot be obtained for non-cash transactions.	
9. Complete and process payment documentation accurately.	
10. Store payments securely and protect them from theft.	
11. Be courteous to customers at all times.	
12. Balance the need to give attention to individual customers whilst ensuring that others are not left without attention.	

Scope of this unit

All of the items listed below form part of this National Occupational Standard.	PRN
1. Payments are:	
• Cash	
• non-cash.	
2. Payment documentation covers:	
• receipts and records	
• credit and charge card slips	
• credit account slips	
• cheques.	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Legislative and organisational requirements and procedures</p> <ol style="list-style-type: none"> 1. Your organisation's systems and procedures for: <ul style="list-style-type: none"> • authorising non-cash and credit account transactions • verifying account holders • calculating and taking payments • booking purchases to customer accounts • dealing with suspected fraud. 2. The relevant rights, duties and responsibilities contained within current versions of consumer legislation. 3. The features of any current parts and or services campaigns and promotions. 4. The limits of your authority for processing payments. 	
<p>Pricing</p> <ol style="list-style-type: none"> 5. How to identify and check prices in your own parts and services operation. 6. How to get information and advice to deal with pricing problems. 7. How to identify current discounts and special offers (e.g. Campaigns and promotions). 	
<p>Handling payments and payment problems</p> <ol style="list-style-type: none"> 8. How to keep cash and other payments safe and secure. 9. How to check for and identify counterfeit payments. 10. How to check for stolen cheques, credit cards, charge cards or debit cards. 11. How to deal with customers offering suspect tender or non-cash payments. 12. Common methods of calculating payments, including the use of point of sale equipment and manual calculations. 13. The types of payment you are able to receive and accept. 14. The types of transactions errors that can occur and the consequences of failure to report errors. 	
<p>Customer Care</p> <ol style="list-style-type: none"> 15. How to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods. 16. The value and importance of customer service to effective trading operations. 	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.	
Assessor	Date
Candidate	Date

Key and core skills signposting

Key Skills	Core Skills
Communication: C1.1	Communication: Access 3, Outcome 3
Application of Number: N1.1; N1.2	Numeracy: Access 3, Outcomes 2 and 4
Information Technology: Dependent on system in use	Information Technology: Dependent on system in use
Working with Others: WO1.2	Working with Others: Access 3, Outcome 2
Improving Own Learning and Performance: Not applicable	<i>No parallel unit.</i>
Problem Solving: PS2.1; PS2.2; PS2.3	Problem Solving: Intermediate 1, Outcomes 1, 2 and 3

Syllabus

Process Payment Transactions

This unit is about calculating the cost of parts and services and processing not only cash payments but other forms of payment too, including account payments. You are expected to be able to use the relevant point of sale equipment and be aware of and able to deal with, instances of potential fraud.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Legislation:

Current, relevant legal requirements governing the sale of goods, trade descriptions and consumer protection.

Non-cash Payments:

Examples include cheques, account payments, credit and debit card payments.

Parts and services:

These are vehicle parts, any accessories and consumables. Services can be any associated with the retail motor industry.

Sources of information:

Examples include parts and services pricing information, other colleagues and your line manager.

Assessment






Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLA test associated with this unit.

Monitor and Solve Customer Service Problems

(ICS Unit 4, Level 3)

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests.

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

1. Produce the same evidence as for the following N/SVQ except that only one example of each assessment is needed.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

NVQ

SVQ

General Requirements

You must:

1. Produce evidence to show you meet all of the performance objectives consistently
2. Produce evidence to show that you have covered all the items listed in the scope for this unit
3. Produce evidence to show that you possess all the knowledge required.
4. Produce performance evidence resulting from work that you carried out in your normal workplace
5. Be observed by a qualified assessor carrying out work in your normal workplace
6. Evidence from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit

You must:

7. Produce evidence of solving immediate customer service problems on at least 2 separate occasions
8. Produce evidence of identifying repeated customer service problems and options for solving them on at least 2 separate occasions
9. Produce evidence of taking action to avoid the repetition of customer service problems on at least 2 separate occasions
10. Produce performance evidence to show that you have covered all the scoping statement for this unit.



Your assessor must physically observe you monitoring and solving customer service problems on at least 2 separate occasions.



With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.


All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.

If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed assessment
Solving immediate customer service problems 1			*	
Solving immediate customer service problems 2			*	
Identifying repeated customer service problems and options for solving them 1			*	
Identifying repeated customer service problems and options for solving them 2			*	
Taking action to avoid the repetition of customer service problems 1			*	
Taking action to avoid the repetition of customer service problems 2			*	

* Any **two** observations required

Supplementary evidence (if used) PRN			
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On line test reference for this unit PRN	
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Unit assessment and verification declaration

<p>VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>	<p>N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>
<p>VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>	<p>N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>
<p>VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>	<p>N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>

Performance objective checklist

To be competent you must:	PRN
Solve immediate customer service problems	
Respond positively to customers' problems according to organisational guidelines.	
Solve customer problems when it is within your own area of authority.	
Work with others to solve customer's problems.	
Keep customers informed of the action being taken.	
Check with customers that they are satisfied with the action taken,	
Solve problems within service systems and procedures which might affect customers before they come aware of them.	
Inform the relevant person and colleagues of the steps taken to solve specific problems.	
Identify repeated customer service problems and options for solving them	
Work individually or with colleagues to identify repeated customer service problems.	
Identify the options for dealing with repeated problems and consider the advantages and disadvantages of each option.	
Work with others to determine an agreed way forward for solving repeated problems.	
Select the best option for both your customers and your organisation.	
Take action to avoid the repetition of customer service problems	
Negotiate with the relevant person changes to customer service systems and procedures that will reduce the change of problems being repeated.	
Action your agreed solution.	
Keep your customers informed in a positive and clear manner of steps being taken to solve any service problems.	
Monitor the solutions you have implemented and make any suitable changes to ensure that no further problems occur.	
Action changes to customer service systems and procedures brought in by your organisation.	

Scope of this unit

All of the items listed below form part of this National Occupational Standard.	PRN
1. Problems resulting from:	
a. difference between customer expectations and the products or services of your organisation	
b. system or procedures failure	
c. shortage of resources or human error.	
2. Problems identified:	
a. by you and or your colleague	
b. by your customer.	
3. Options are:	
a. using formal organisational procedures	
b. involving agreed and or authorised exceptions to usual practice.	
4. Advantages and disadvantages:	
a. from the customer's point of view	
b. from your organisation's point of view.	
5. Systems:	
a. company systems or	
b. systems you have set up.	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Legislative and organisational requirements and procedures</p> <ol style="list-style-type: none"> 1. The specific aspects of <ol style="list-style-type: none"> a. Health & safety b. Data protection c. Equal opportunities d. Disability discrimination e. Legislation and regulations 2. which affect the way products or services can be delivered to your customers. 3. Industry, organisational and professional codes of practice and ethical standards that affect the way in which products or services can be delivered to your customers. 4. The guidelines laid down by your organisation which limit what you can do within your job. 5. The limits of your own authority and when you need to seek agreement with or permission from others. 6. Any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met. 7. Organisational procedures and systems for dealing with customer service problems. 	
<p>Customer Rights</p> <ol style="list-style-type: none"> 8. What your customers' rights are and how these rights limit what you are able to do for your customer. 	
<p>Products and or Services</p> <ol style="list-style-type: none"> 9. The products or services of your organisation relevant to your customer service role. 	
<p>Communication and Customer Service</p> <ol style="list-style-type: none"> 10. How to communicate in a clear, polite, confident way and why this is important. 11. How to negotiate with and reassure customers whilst their problems are being solved. 12. How the successful resolution of customer service problems contributes to customer loyalty and with the external customer and improved working relationships with the internal customer. 	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.	
Assessor	Date
Candidate	Date

Syllabus

Monitor and Solve Customer Service Problems

This unit is about solving immediate customer service problems effectively and about changing systems to avoid repeated customer service problems.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Relevant person:

Examples include your line manager, customer service manager, and business manager.

Assessment






Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLLA test associated with this unit.

Help Customers to Choose Products

(Skillsmart Retail Unit C.3)

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

1. Produce the same evidence as for the following N/SVQ.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

General Requirements

You must:

1. Produce evidence to show you meet **all** of the performance objectives consistently
2. Produce evidence to show that you have covered **all** the items listed in the scope for this unit.
3. Produce evidence to show that you possess **all** the knowledge required.
4. Produce performance evidence resulting from work that you carried out in your normal workplace or approved centre.
5. Be observed by a qualified assessor carrying out work in
 - your normal workplace
 - and approved centre, or
 - a combination of both.
6. Evidence from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit

Note: Evidence, including assessor observations, should be based on the **whole process** of helping customers choose products. An assessor could observe the candidate identifying customer requirements, providing information, then confirming their preferences on the same occasion.

If such integrated assessment is possible, the total number of assessor observations could be carried out **on 2 occasions**.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.


If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed assessment
Help customers choose products 1				
Help customers choose products 2				

Supplementary evidence (if used) PRN			
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On line test reference for this unit PRN	
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Unit assessment and verification declaration

VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:	N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:
VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:	N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:
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Performance objective checklist

To be competent you must:	PRN
Identify customer's product requirements	
a. ensure you are courteous to customers and promote sales and goodwill through the way you talk with them.	
b. find out accurately what the customer is looking for from the information they give you.	
c. give clear explanations and suggestions about alternatives if you decide the customer's requirements are unrealistic.	
d. check whether the products and services most likely to meet the customer's requirements are available.	
e. give accurate advice on other courses of action when the customer's preferred part is not available.	
f. promote the alternatives that give the best match between the customer's requirements and the need to make sales.	
Provide information about the features and benefits of products	
g. make sure you help each customer to understand the features and benefits of the products and services you tell them about.	
h. explain accurately the features and benefits of products and services and how they meet the customer's requirements.	
i. demonstrate the features of products and services where it is necessary	
j. spend enough time with customers whilst making sure that the depot operation is not ignored.	
Confirm the customers' preferences and buying decisions	
k. give opportunities to customers to find out enough about products and services in order to make a buying decision.	
l. provide customers with enough time to ask questions, seek clarification and make buying decisions.	
m. handle objections and queries in a way that promotes sales and keeps the customer's confidence.	
n. identify and take opportunities for selling associated or additional products and services.	
o. clearly acknowledge the customer's buying decisions.	
p. clearly explain any after sales service and customer rights that apply.	
q. process payments promptly and, where it is applicable, offer facilities for packing and transporting purchases.	

Scope

	PRN
Customers are those:	
a. with a clear idea of their needs	
b. with a general idea of their needs.	
Information about:	
a. the features required of the part	
b. the uses of the products and services.	
c. price	
Alternatives are:	
a. alternative products and services to meet needs	
b. alternative versions of the same part	
c. alternative sources of the products and services.	
Depot operation during:	
a. busy trading periods	
b. normal trading periods.	
Opportunities given to the customer are:	
a. to inspect the part	
b. to ask questions and read any literature on products and services.	
Associated or additional products and services which:	
a. extend the life of the main purchase	
b. extend the uses of the main purchase	
c. link to the function of the main purchase	
d. provide extended warranty agreements.	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.

Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
Legislative and organisational requirements and procedures 1. Legal rights and obligations of retailers and customers, including the sale of goods act.	
Selling techniques 2. How to talk to different types of customers and help them to understand the information you provide. 3. How to recognise buying signals from customers. 4. How to handle objections and queries effectively. 5. The difference between the features of a part and the benefits of a part. 6. The features, advantages and benefits of different products and services. 7. The methods for comparing and contrasting the features, advantages and benefits of products and services to help customers make decisions about which products and services to buy. 8. Questioning techniques used in order to clarify and confirm customer's buying needs. 9. Techniques for closing the sale. 10. The importance of customer confidence and loyalty to the organisation and how you contribute towards them.	
Products and services 11. How to identify the features of products and services, including the use of reference materials. 12. What product information is available. 13. Identifying the different options that are available and how to access information about those options.	
Payment methods 14. Acceptable methods of payment and the payment process including customer credit checks.	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.	
Assessor	Date
Candidate	Date

Syllabus

Help Customers to Choose Products

This unit is about selling products and services to customers, including providing information to help them select and purchase those which are most suitable for their needs.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Products and services:

This term is used to cover vehicle parts, accessories, consumables and services offered by a vehicle fitting depot, retail parts operation, etc.

Reference materials:

These will include the products and services identification system in use in your organisation and any other materials used to source information about products and services and their availability.

Assessment






Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLLA test associated with this unit.

Plan monitor and adjust staffing levels and schedules

(Skillsmart Retail Unit C.3)

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests.

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

1. Produce the same evidence as for the following N/SVQ.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

General Requirements

You must:

1. Produce evidence to show you meet **all** of the performance objectives consistently.
2. Produce evidence to show that you have covered **all** the items listed in the scope for this unit.
3. Produce evidence to show that you possess **all** the knowledge required.
4. Produce performance evidence resulting from work that you carried out in your normal workplace.
5. Be observed by a qualified assessor carrying out work in
 - your normal workplace
 - and approved centre, or
 - a combination of both.
6. **Evidence from simulated activities is not acceptable for this unit.**

Specific Performance Evidence for this Unit

You must:

7. Produce evidence of planning staffing levels and preparing work schedules on **at least 2 separate** occasions. Each schedule should relate to a different period of at least 1 month.
8. Produce evidence of monitoring staffing levels and work schedules on **at least 2 separate** occasions. Your monitoring activities should cover the same periods for which you planned staffing levels and work schedules (above).
9. Your assessor must physically observe you monitoring staffing levels and work schedules on **at least 2 separate** occasions.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.


If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed assessment
Plan staffing levels 1				
Plan staffing levels 2				
Monitor staffing levels and work schedules 1				
Monitor staffing levels and work schedules 2				

Supplementary evidence (if used) PRN			
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On line test reference for this unit PRN	
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Unit assessment and verification declaration

VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:	N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:
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Performance objective checklist

All of the items listed below form part of this National Occupational Standard.	PRN
Plan staffing levels and prepare work schedules. To be competent you must:	
Produce staffing plans and schedules which cover all operational needs and take into account operational constraints .	
Produce staffing plans and schedules which include accurate numbers and realistic skill levels, work allocation, locations and start and finish times.	
Produce plans that are easy for the relevant people to understand and use.	
Include contingency plans to cope with abnormal situations.	
Monitor staffing levels and schedules against work objectives and targets. To be competent you must:	
Collect and organise information about the staff available and the work they are doing.	
Assess whether existing staff numbers and responsibilities are adequate for the targets you need to achieve.	
Find out what progress is being made towards achieving your work targets.	
Use the information about staffing and progress towards targets to make realistic and justifiable assessments of staff effectiveness.	
Adjust staffing levels and schedules so that targets can be met.	
Recommend changes in staffing clearly and promptly to your manager.	
Pass on the results of assessments to the people who need them.	
Use the results of assessment to encourage staff to reach their targets.	

Scope statements

	PRN
1. Operational needs relating to	
a. work objectives	
b. work targets.	
2. Operational constraints are	
a. financial	
b. people	
c. security and safety.	
3. Adjust staffing in relation to	
a. the allocation of responsibility and tasks	
b. the hours of work	
c. staff levels.	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Staff planning</p> <ol style="list-style-type: none"> 1. The objectives which staffing plans are designed to achieve. 2. The relationship between staffing plans and work objectives and targets. 3. How staffing levels and the way in which staff are deployed can affect work objectives and targets. 4. How to calculate staffing requirements. 5. How to produce and present staffing plans in a form suitable for the needs of the relevant people. 6. How to schedule work. 	
<p>Staff monitoring and adjustment</p> <ol style="list-style-type: none"> 7. How to collect, collate and evaluate information on staffing. 8. How to adjust staffing levels and schedules. 9. How to justify assessments of effectiveness. 10. The type of factors, other than staffing, that may affect progress towards work objectives, targets and the type of impact these are likely to have. 11. How you manner and behaviour when presenting the results of assessments is likely to influence staff's response to them. 	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.	
Assessor	Date
Candidate	Date

Syllabus

Plan, Monitor and Adjust Staffing Levels and Schedules

This unit is about preparing staffing plans and schedules so that work objectives and targets can be met. It includes assessing the staffing situation and making recommendations for changes in parts operation staffing where you feel these are justified.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Assessments

These are about looking at the staffing level situation and how staff have coped to meet the workload, not formal assessments or appraisals of individual's performance at work.

Assessment

Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLLA test associated with this unit.