

QUALIFICATION SPECIFICATION

g gateway
qualifications



Procurement and Supply
(Level 3)

Access to HE

Apprenticeships

Digital

Employability &
Enterprise

English & Maths

ESOL

Personal & Social
Development

Professional
Development

Vocational

This qualification specification covers the following qualification/s:

Qualification Number	Qualification Title
601/3217/6	Gateway Qualifications Level 3 Certificate in Procurement and Supply
601/3218/8	Gateway Qualifications Level 3 Diploma in Procurement and Supply

Version and date	Change detail	Section/Page Reference
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1.1 (June 2020)	Front, back covers and RPL statement updated.	n/a
1.2 (April 2021)	Qualification approval from Qualifications Wales removed.	Pg7 and 9
1.3 (Jan 2023)	Removed address and changed back cover	Page 17

About this qualification specification

This qualification specification is intended for tutors, assessors, internal quality assurers, centre quality managers and other staff within Gateway Qualifications recognised centres and/or prospective centres.

It sets out what is required of the learner in order to achieve the qualification. It also contains information specific to managing and delivering the qualification(s) including specific quality assurance requirements.

The specification should be read in conjunction with the Gateway Qualifications Centre Handbook and other publications available on the website which contain more detailed guidance on assessment and verification practice.

In order to offer the qualification/s within this specification you must be a Gateway Qualifications recognised centre and be approved to deliver the qualification/s.

If your centre is not yet recognised and/or not yet approved to deliver the qualification, please contact our Development Team:

Telephone: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

Website: www.gatewayqualifications.org.uk/advice-guidance/delivering-our-qualifications/become-recognised-centre/

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1. Qualification Information

1.1. About the qualifications

The qualifications have been approved by the Office of Qualifications and Examinations Regulation (Ofqual) that regulates qualifications, examinations and assessments in England.

The Gateway Qualifications Level 3 Certificate and Diploma in Procurement and Supply have been developed in consultation with various stakeholders including the relevant Sector Skills Council (Skills for Logistics) and Training Providers. The qualifications are supported by employers including a government agency and a local police authority.

These qualifications are suitable for trainee buyers just starting their career in a procurement and supply environment, or for a purchasing/procurement assistant. They would also suit learners with delegated procurement responsibilities who work outside of a formal procurement and supply environment.

1.2. Objective

The objective of the Gateway Qualifications Level 3 Certificate and Diploma in Procurement and Supply is to enable learners to undertake a specific role in the workplace that can be relied upon by employers. They also support progression to higher level qualifications in Procurement or related areas within the sector.

1.3. Funding

For information on potential sources of funding in England please visit the Education and Skills Funding Agency:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

<https://www.gov.uk/government/collections/qualifications-approved-for-public-funding>

<https://hub.fasst.org.uk/Pages/default.aspx>

The qualification is listed on S96 as available for delivery to young people aged less than 19 years old (refer to Section 2.1 Age for approval age range of this qualification).

1.4. Geographical coverage

This/these qualification/s has/have been approved by Ofqual to be offered in England.

If a centre based outside of England (including Scotland) would like to offer this qualification, they should make an enquiry to Gateway Qualifications.

1.5. Progression opportunities

Learners can progress from the Level 3 Certificate to the Level 3 Diploma in Procurement and Supply or to the Gateway Qualifications Level 4 Diploma in Procurement.

The qualifications form part of a suite of Procurement qualifications at Levels 3, 4, 5 and 6.

1.6. Equality, diversity and inclusion

It is Gateway Qualifications' aim that there shall be equal opportunities within this organisation and in all the services it provides and within its recognised centres and via the services they provide and so meet the organisation's legal responsibilities to prevent discrimination.

In particular it is the organisation's intention that there should be no discrimination on the grounds of a protected characteristic including age, disability, gender assignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation. It is acknowledged that this is not an exhaustive list.

2. Learner Entry Requirements

2.1 Key information

Qualification Titles	
Age	The approved age range for these qualifications is 16-18, 19+.
Prior qualifications or units	There is no requirement for learners to have achieved prior qualifications or units.
Prior skills/knowledge/understanding	There is no requirement for learners to have prior skills, knowledge or understanding.
Restrictions	There are no restrictions to entry.
Additional requirements/guidance	There are no additional rules or guidance regarding learner entry requirements.

2.2 Access to qualifications for learners with disabilities or specific needs

Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria.

Gateway Qualification has a duty to permit a reasonable adjustment where an assessment arrangement would put a disabled person at a substantial disadvantage in comparison to someone who is not disabled. Please refer to [Section 4.5 Access Arrangement, Reasonable Adjustments and Special Considerations](#) for further details

2.3 Recruiting learners with integrity

It is vital that centres recruit with integrity with regard to qualifications. Centres must ensure that learners have the correct information and advice on their selected qualification(s) and that the qualification(s) will meet their needs.

The recruitment process must include the centre assessing each potential learner and making justifiable and professional judgements about the learner's potential to successfully complete the assessment and achieve the qualification. Such an assessment must identify, where appropriate, the support that will be made available to the learner to facilitate access to the qualification(s).

3. Achieving the Qualification

3.1 Achievement methodology

The qualification will be awarded to learners who successfully achieve an approved combination of units through a Portfolio of Evidence that has been successfully verified and monitored through Gateway Qualifications' Quality Assurance process.

Achievement is therefore determined by successful completion of unit assessment with no further requirement for additional/summative assessment.

There is a requirement for assessment of some units to be undertaken in a workplace.

3.2 Qualification Size

Qualification Title	Total Qualification Time	Guided Learning	Credit Value
Gateway Qualifications Level 3 Certificate in Procurement and Supply	210	95	21
Gateway Qualifications Level 3 Diploma in Procurement and Supply	400	190	40

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could be reasonably expected to be required for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification.

Total Qualification Time is comprised of the following two elements:

- the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and

an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

3.3 Qualification structure

The knowledge, skills and understanding that will be assessed as part of the qualification are set out within the unit specifications published on the Gateway Qualifications website and available to download from the qualification library in the online system Prism. These include the learning outcomes and associated assessment criteria.

For information on Recognition of Prior Learning/Exempt and Equivalent units please see section **3.4 Recognition of Prior Learning (RPL)/Exemptions/Equivalencies**.

Gateway Qualifications Level 3 Certificate in Procurement and Supply

Learners must achieve 13 credits from group M (Mandatory) and a further 8 credits from group O (Optional).

Specify group name (e.g. Mandatory Group)

Learners must achieve 13 credits from this group.

Unit Number	Unit Title	Level	Guided Learning	Credit Value
J/506/1756	Analyse Information about Procurement and Supply	3	20	4
A/506/1754	Stakeholder Relationships in Procurement and Supply	3	15	4
F/506/1755	The Procurement and Supply Environment	3	25	5

Optional Group

Learners must achieve 8 credits from this group.

Unit Number	Unit Title	Level	Guided Learning	Credit Value
K/506/1765	Administer a Stock Control System	3	15	3
R/506/1761	Administer Contracts	3	20	4
T/506/1767	Customer Service in Own Area of Responsibility	3	24	3
L/506/1757	Determine Requirements for Procurement and Supply	3	20	4
R/506/1758	Identify and Appraise Potential Suppliers of Non-Critical Supplies	3	15	4
Y/506/1762	Manage a Procurement in Accordance with EU Public Procurement Rules	4	20	4
M/506/1766	Manage Own Professional Development within Procurement and Supply	3	15	3
D/506/1763	Monitor the Performance of Suppliers	3	15	3
H/506/1764	Negotiate for Supplies	3	20	4
Y/506/1759	Place and Expedite Orders with Suppliers	3	20	4

Gateway Qualifications Level 3 Diploma in Procurement and Supply

Learners must achieve 16 credits from group M (Mandatory) and a further 24 credits from group O (Optional).

Specify group name (e.g. Mandatory Group)

Learners must achieve 16 credits from this group.

Unit Number	Unit Title	Level	Guided Learning	Credit Value
J/506/1756	Analyse Information about Procurement and Supply	3	20	4
M/506/1766	Manage Own Professional Development within Procurement and Supply	3	15	3
A/506/1754	Stakeholder Relationships in Procurement and Supply	3	15	4
F/506/1755	The Procurement and Supply Environment	3	25	5

Optional Group

Learners must achieve 24 credits from this group.

Unit Number	Unit Title	Level	Guided Learning	Credit Value
K/506/1765	Administer a Stock Control System	3	15	3
R/506/1761	Administer Contracts	3	20	4
T/506/1767	Customer Service in Own Area of Responsibility	3	24	3
L/506/1757	Determine Requirements for Procurement and Supply	3	20	4
R/506/1758	Identify and Appraise Potential Suppliers of Non-Critical Supplies	3	15	4
Y/506/1762	Manage a Procurement in Accordance with EU Public Procurement Rules	4	20	4
D/506/1763	Monitor the Performance of Suppliers	3	15	3
H/506/1764	Negotiate for Supplies	3	20	4
Y/506/1759	Place and Expedite Orders with Suppliers	3	20	4

3.4 Recognition of prior learning

Recognition of Prior Learning (RPL) provides learners and Centres with an alternative assessment method by which a learner's previous achievements can meet the assessment requirements for a unit/qualification through the knowledge, understanding or skills that they already possess and so, do not need to develop these through a course of learning.

It enables the recognition of achievement from a range of activities using any valid assessment methodology. Provided that the assessment requirements of a given unit or qualification have been met, the use of RPL is acceptable to contribute to a unit, units or a whole qualification according to the RPL criteria for a given qualification.

The process of Recognition for Prior Learning is not applicable to this qualification.

3.5 Links to other qualifications

The qualifications form part of a Procurement and Supply framework of qualifications at Levels 3, 4, 5 and 6. The Level 3 Diploma in Procurement and Supply provides a progression route from the Gateway Qualifications Level 3 Certificate in Procurement and Supply.

4. Assessment

The following are in addition to the standard assessment and quality assurance requirements set out in the Gateway Qualifications Centre Handbook.

4.1 Method of assessment

The method of assessment for the qualifications is through a portfolio of evidence.

Learners must have access to a relevant workplace as there is a requirement for assessment to be undertaken in the workplace.

4.2 Assessment language

This qualification is assessed in English only.

4.3 Assessment materials

There are no specific assessment materials provided for this qualification.

4.4 Suggested Resources

There are no specific assessment materials provided for this qualification.

4.5 Access Arrangements, Reasonable Adjustments and Special Considerations

Gateway Qualifications and recognised centres have a responsibility to ensure that the process of assessment is robust and fair and allows the learner to show what they know and can do without compromising the assessment criteria.

Gateway Qualification has a duty to permit a reasonable adjustment where an assessment arrangement would put a disabled person at a substantial disadvantage in comparison to someone who is not disabled.

The following adaptations are examples of what may be considered for the purposes of facilitating access, as long as they do not impact on any competence standards being tested:

- adapting assessment materials;
- adaptation of the physical environment for access purposes;
- adaptation to equipment;
- assessment material in an enlarged format or Braille;
- assessment material on coloured paper or in audio format;
- British Sign Language (BSL);
- changing or adapting the assessment method;
- changing usual assessment arrangements;
- extra time, e.g. assignment extensions;
- language modified assessment material;

- practical assistant;
- prompter;
- providing assistance during assessment;
- reader;
- scribe;
- transcript;
- use of assistive software;
- using assistive technology;
- use of CCTV, coloured overlays, low vision aids;
- use of a different assessment location;
- use of ICT/responses using electronic devices.

It is important to note that not all of the adjustments (as above) will be reasonable, permissible or practical in particular situations. The learner may not need, nor be allowed the same adjustment for all assessments.

Learners should be fully involved in any decisions about adjustments/adaptations. This will ensure that individual needs can be met, whilst still bearing in mind the specified assessment criteria for a particular qualification.

A reasonable adjustment for a particular learner may be unique to that individual and may not be included in the list of available access arrangements specified above.

Special Considerations

Requests for special consideration should be submitted as soon as possible. Please refer to the [Reasonable Adjustments and Special Consideration Policy](#)

5. Quality Assurance

5.1 Qualification-specific centre requirements

Centres must ensure that they have the appropriate resources in place when delivering performance units from vocational areas.

Learning in the Work Place

Where delivery of a unit is in the work place, centres are required to exercise due diligence in respect of the following:

- Risk assessments
- Health and safety requirements

Provision of appropriate learning experience

5.2 Qualification-specific tutor/assessor requirements

Tutors/Assessors must be fully qualified and experienced in the sector in which they are delivering, details of which must be provided to Gateway Qualifications as part of the Qualification Approval application.

5.3 Qualification-specific quality assurance requirements

There are no additional internal/external quality assurance requirements for these qualifications.

5.4 Malpractice

Malpractice is any deliberate activity, neglect, default or other practice that compromises the integrity of the internal and external assessment process, and/or the validity of certificates. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- the assessment process
- the integrity of a regulated qualification
- the validity of a result or certificate
- the reputation and credibility of Gateway Qualifications
- the qualification to the public at large.

Centre staff should be familiar with the contents of Gateway Qualifications Malpractice and Maladministration Policy, <https://www.gatewayqualifications.org.uk/wp-content/uploads/2017/10/Malpractice-and-Maladministration-Policy.pdf>

5.5 Additional requirements/guidance

There are no additional requirements that learners must satisfy in order for assessment to be undertaken and the unit/qualification to be awarded

6. What to do next

For existing centres please contact your named Development Manager or Development Officer.

Tel: 01206 911211

Email: enquiries@gatewayqualifications.org.uk

7. Gateway Qualifications

Gateway Qualifications, a not for profit registered charity, is an Awarding Organisation based in Colchester.

We work with learning providers and industry experts to design and develop qualifications that benefit the learner and the employer.

We support flexible, responsive and quality assured learning opportunities whether it's in the classroom, at work, in the community or through distance learning.

We are recognised by Ofqual, to design, develop and submit qualifications to the Regulated Qualifications Framework (RQF) and Qualification Wales to offer regulated qualifications in Wales.

8. Appendices

8.1 Appendix 1 – Unit Details

Analyse Information about Procurement and Supply

Level:	Level 3
Credit Value:	4
GLH:	20
Unit Number:	J/506/1756
Unit Aim:	This unit will help learners apply analytical techniques when analysing procurement and supply information.

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand how to access information about procurement and supply.	1.1 Explain the sources and types of information used in procurement and supply. 1.2 Explain methods used to analyse information about procurement and supply.
2 Be able to gather information about procurement and supply.	2.1 Access suitable sources of information about procurement and supply. 2.2 Gather information in accordance with organisational procedures.
3 Be able to undertake analysis of information about procurement and supply.	3.1 Analyse information about procurement and supply using appropriate methods. 3.2 Identify areas for further investigation, for example errors, anomalies, trends.
4 Be able to present results of analysis of information about procurement and supply to stakeholders.	4.1 Present results of analysis of information about procurement and supply to stakeholders.

Indicative Content: Analyse Information about Procurement and Supply
Learning Outcome 1:

Types of information:

- Market analysis
- Determining requirements
- Sourcing
- Negotiation
- Contract management

Methods:

- SWOT analysis
- Risk impact analysis
- Bid evaluation
- Negotiation plan

Supplier performance spreadsheet

Learning Outcome 2:

Market analysis

Supplier appraisal

Quotations and Tenders

Negotiation preparation

Vendor rating

Learning Outcome 3:

Spreadsheets

Negotiation plans

Bid analysis

SWOT analysis

Risk analysis

Learning Outcome 4:

Spreadsheets

Presentations

Emails to stakeholders

Meeting notes

Stakeholder Relationships in Procurement and Supply

Level: Level 3

Credit Value: 4

GLH: 15

Unit Number: A/506/1754

Unit Aim: This unit will help learners to understand the importance of effective procurement and supply relationships and how to maintain them.

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the importance of stakeholder relationships in procurement and supply.	1.1 Define the key stakeholders in the procurement and supply environment. 1.2 Explain the benefits of effective stakeholder relationships in procurement and supply. 1.3 Explain how to maintain and improve relationships with key stakeholders.
2 Be able to gather and present information on stakeholder relationships in procurement and supply.	2.1 Gather relevant information on stakeholder relationships in procurement and supply within an organisation. 2.2 Analyse information on stakeholder relationships in procurement and supply. 2.3 Present findings including recommendations on stakeholder relationships in a suitable format for audience.
3 Be able to maintain and improve stakeholder relationships in procurement and supply.	3.1 Maintain and improve communications with key stakeholders including suppliers. 3.2 Obtain feedback from stakeholders to improve performance.

Indicative Content: Stakeholder Relationships in Procurement and Supply**Learning Outcome 1:**

Learners can explain:

The internal and external stakeholders and colleagues of the organisation.

The benefits of effective relationships:

- Enabling better work planning
- Promoting confidence in decision making/consultative process
- Promoting trust
- Boosting morale

The appropriate methods of analysis to identify the information requirements for each stakeholder.

Methods of effective communication – emails, meetings, Skype.

NB stakeholders throughout refers to internal and external stakeholders

Learning Outcome 2:

Appropriate information sources:

- Databases
- Meetings
- Grapevine
- Notice boards
- Surveys
- Letters
- Questionnaires
- Supplier performance reviews

The RACI (responsible, accountable, consulted, informed) model.

Learners can present information: Spreadsheets, reports, emails, meeting minutes.

NB stakeholders throughout refers to internal and external stakeholders

Learning Outcome 3:

Evidence of consistent effective communication: emails, meeting notes, performance reviews, appraisals, surveys.

NB stakeholders throughout refers to internal and external stakeholders.

The Procurement and Supply Environment

Level:	Level 3
Credit Value:	5
GLH:	25
Unit Number:	F/506/1755
Unit Aim:	This unit will help learners to understand the characteristics of procurement and supply.

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the role of procurement and supply in different sectors.	1.1 Explain the role of procurement and supply in the private and public sectors. 1.2 Explain how procurement and supply can add value to an organisation.
2 Understand the procurement and supply process.	2.1 Explain the stages in the procurement and supply process. 2.2 Explain the methods that can be employed at each stage of the procurement and supply process.
3 Understand how procurement and supply can be managed in organisations.	3.1 Describe the different ways that procurement and supply is managed in different organisations. 3.2 Explain the factors that would determine how procurement and supply is managed in an organisation.

Indicative Content: The Procurement and Supply Environment**Learning Outcome 1:**

Learners can explain the level, the scope and the impact of procurement and supply in the following sectors:

- Manufacturing
- Service
- Facilities
- Public
- Third

Learning Outcome 2:

Learners can explain the range of skills and competences required by procurement and supply practitioners to include:

- Relationship aware skills and competencies
- Task focus skills and competences
- Technical procurement skills and competences to carry out upstream and downstream procurement functions

Learners can explain the process to:

- Determine skills and competence gaps in individual and teams in procurement and supply
- Produce training and development plans for procurement and supply practitioners
- The different types of markets: Perfect competition, imperfect, oligopolistic, duopolistic and monopolistic markets.
- The procurement cycle.

Learning Outcome 3:

Learners can explain:

- The difference between leadership and management
- The vision / objectives for the organisation,
- The objectives of the procurement department
- Risk impact analysis
- Supply and demand.

Administer a Stock Control System

Level:	Level 3
Credit Value:	3
GLH:	15
Unit Number:	K/506/1765
Unit Aim:	This unit will help learners to maintain, monitor and review effective stock levels.

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the importance of effective stock control in procurement and supply.	1.1 Explain the key principles of stock control and its importance to the organisation. 1.2 Explain how to determine and manage effective stock levels.
2 Be able to re-order stock items.	2.1 Produce re-order reports at timely intervals. 2.2 Consider reports and demand forecasts to determine re-order quantities. 2.3 Place orders for stock.
3 Be able to expedite stock orders.	3.1 Identify outstanding orders and overdue orders. 3.2 Determine priority orders to expedite to maintain effective stock levels. 3.3 Expedite orders with suppliers.
4 Be able monitor and update stockholding inventory.	4.1 Review reports, recommending and agreeing the introduction of new items with stakeholders in accordance with organisational procedures. 4.2 Review reports, recommending and agreeing withdrawal of existing items in accordance with organisational procedures. 4.3 Introduce new items into stock with agreed re-order levels. 4.4 Withdraw existing items from stock as agreed.
5 Be able to resolve problems when administering a stock re-ordering system.	5.1 Be able to resolve problems when administering a stock re-ordering system. 5.2 Be able to resolve problems when administering a stock re-ordering system. 5.3 Implement solutions to resolve problems with stock control.

Indicative Content: Administer a Stock Control System
Learning Outcome 1:

- How to optimise stock levels to meet agreed service level
- System should include min/max levels, buffer stock, ROL, EOQ, FIFO, LIFO
- Stock turns, cost of holding stock, service level
- MRP systems

Learning Outcome 2:

- Spreadsheets
- MRP reports
- Min/Max reports
- Re-order levels and economic order quantities
- Calculation of safety stock levels
- Purchase orders

Learning Outcome 3:

Understand expediting Sources of information:

- Overdue order reports
- Orders scheduled for delivery
- Stakeholder requirements

Be able to expedite orders:

- Emails, telephone calls, meetings, spreadsheets

Learning Outcome 4:

- Stock analysis reports
- Review of forecasts
- Presentation of recommendations to stakeholders
- Changes to stock profile
- Revised stock records

Learning Outcome 5:

- Stock analysis reports:
- Slow moving stock items
- Obsolete stock items
- Meeting notes, emails
- Changes to stock profile
- Revised stock records

Administer Contracts

Level:	Level 3
Credit Value:	4
GLH:	20
Unit Number:	R/506/1761
Unit Aim:	This unit will help learners to administer contracts.

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the contract administration process.	1.1 Explain best practice in contract administration process. 1.2 Explain the legal and regulatory requirements of contract administration. 1.3 Explain own organisational procurement practices in relation to administering contracts. 1.4 Identify potential problems that can occur with contract administration.
2 Be able to administer the contract.	2.1 Gather information on contract performance. 2.2 Analyse information on contract performance. 2.3 Present outcome of analysis to stakeholders.
3 Be able to organise contract review meetings	3.1 Organise contract review meetings. 3.2 Provide contract performance information to key stakeholders.
4 Be able to monitor outcomes of contract review meetings.	4.1 Monitor implementation of agreed key outcomes from the contract review meeting. 4.2 Provide regular updates on contract performance to key stakeholders.

Indicative Content: Administer Contracts**Learning Outcome 1:**

- Service Level Agreements
- KPIs
- Performance measurement
- Contract review meetings
- Improvement plans
- Both parties contractual obligations
- Contract amendments
- Contract default
- Contract completion
- Legislation
- Effective communication

Learning Outcome 2:

- KPI graphs and charts
- Monthly performance comparison tables
- PowerPoint presentations
- Contract review papers

Learning Outcome 3:

- Meeting invites
- Agendas
- PowerPoint presentations
- Dashboard data
- Contract review papers
- Contractor improvement plans

Learning Outcome 4:

- Meeting invites
- Agendas
- PowerPoint presentations
- Dashboard data
- Contract review papers
- Contractor improvement plans

Customer Service in Own Area of Responsibility

Level:	Level 3
Credit Value:	3
GLH:	24
Unit Number:	T/506/1767
Unit Aim:	This unit will help learners to provide, monitor and improve customer service in their own area of responsibility.

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the importance of customer service.	1.1 Explain the benefits to an organisation of building positive relations with its customers, both internal and external. 1.2 Explain how interactions with employees influence a customer's opinion of the organisation as a whole.
2 Understand how organisations ensure effective customer service.	2.1 Explain how organisations use policies and procedures to quality assure their customer service. 2.2 Explain the requirements of equalities legislation when dealing with customers.
3 Understand effective customer service in own area of responsibility.	3.1 Explain expected standards for customer service performance in own organisation. 3.2 Explain typical customer service tasks and activities in own area of responsibility. 3.3 Explain how to resolve customer service queries within own area of responsibility.
4 Be able to provide customer service.	4.1 Provide customer service to agreed quality standards for organisation. 4.2 Follow procedures, within agreed timescale to a) process problems and complaints b) resolve problems and complaints c) refer problems and complaints, where appropriate.
5 Be able to monitor and improve customer service.	5.1 Obtain and analyse customer feedback. 5.2 Take actions that will lead to improvements in customer service.

Indicative Content: Customer Service in Own Area of Responsibility**Learning Outcome 1:**

Customer service model
Organisations mission statement
Customer service charter
Customer service standards
Customer relationship management

Learning Outcome 2:

Organisational practices and
procedures
Customer service surveys
Equal opportunities
Disability discrimination

Learning Outcome 3:

Customer service charter
Customer service standards
Placing orders
Sourcing requirements
Emails, meeting notes
Customer complaints procedure

Learning Outcome 4:

Customer service standards
Customer service surveys

Customer complaints procedure

Learning Outcome 5:

Customer feedback surveys
Performance improvement plan

Determine Requirements for Procurement and Supply

Level:	Level 3
Credit Value:	4
GLH:	20
Unit Number:	L/506/1757
Unit Aim:	This unit will help learners to work with stakeholders to identify a procurement requirement.

This unit has 3 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand how procurement requirements are determined and their importance.	1.1 Explain the key stages in developing a procurement requirement. 1.2 Explain why a procurement requirement is important.
2 Be able to prepare procurement and supply requirements.	2.1 Gather information to determine procurement and supply requirements in line with organisational procedures. 2.2 Confirm procurement and supply requirements with stakeholders.
3 Be able to present procurement and supply requirements.	3.1 Present procurement and supply requirements to internal stakeholders according to organisational procedures and best practice.

Indicative Content: Determine Requirements for Procurement and Supply**Learning Outcome 1:**

Learners can explain:

- Types of specifications
 - input
 - output
- Methods of communicating needs including requisitions, ROL, BOM/MRP, emails
- Finding suppliers to include, approved lists, supplier databases, internet, trade journals, framework contracts

Learning Outcome 2:

Evidence could include:

- Show examples of demand triggers such as requisitions, emails, ROL reports
- Emails, notes of meetings

Evidence could include:

- Extract from procedures re stakeholder authorisation to purchase
- Evidence of compliance such as correctly completed documentation (e.g. requisition)

Learning Outcome 3:

Be able to shortlist potential suppliers to present to stakeholders.

- Internet search results
- Approved lists
- Supplier database search results
- Framework agreements
- Emails to and from suppliers
- Notes of supplier meetings
- Emails to stakeholders
- Notes of meetings with stakeholders

Identify and Appraise Potential Suppliers of Non-Critical Supplies

Level:	Level 3
Credit Value:	4
GLH:	15
Unit Number:	R/506/1758
Unit Aim:	This unit will help learners to identify potential sources of supply and carry out supplier appraisal.

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Know the difference between critical and non-critical supplies.	1.1 Describe the characteristics of critical and non-critical supplies. 1.2 Define non-critical supplies in the context of your organisation.
2 Be able to identify potential sources of non-critical supplies.	2.1 Explain the methods available for identifying potential suppliers. 2.2 Select the most appropriate method for identifying potential suppliers for a specific requirement.
3 Understand the purpose and process of supplier appraisal for non-critical items in procurement and supply.	3.1 Explain the purpose of supplier appraisal for non-critical supplies. 3.2 Explain where supplier appraisal fits into the procurement cycle. 3.3 Explain the key criteria for evaluating potential suppliers of non-critical supplies.
4 Be able to gather and analyse supplier appraisal information.	4.1 Obtain relevant information to appraise suppliers. 4.2 Use relevant criteria to analyse information to determine suitability of supplier.
5 Be able to present outcomes of supplier appraisal.	5.1 Present outcomes of supplier appraisal to relevant stakeholders in an appropriate format with evidence to support decision.

Indicative Content: Identify and Appraise Potential Suppliers of Non-Critical Supplies
Learning Outcome 1:

Learners should understand the different critical and non-critical supplies required by their organisation.

Learning Outcome 2:

Understand the following and select appropriate sources:

- Supplier databases eg. UVDB
- Approved supplier database
- Internet searches
- Supplier marketing material
- Stakeholder recommendation
- Framework agreements

Learning Outcome 3:

- The procurement cycle
- Key supplier appraisal criteria such as financial health, track record, quality systems, cost management, logistics, capacity, business outlook.

Learning Outcome 4:

- Obtain secondary data about the supplier
- Access primary data about the supplier

Evidence could include:

- Dun and Bradstreet reports
- Supplier database reports
- References
- Spreadsheets
- Graphs/tables
- List of areas requiring further analysis Supplier questionnaire
- Commercial and technical visit report

Learning Outcome 5:
Evidence could include:

- Email
- Spreadsheets
- Report

Evidence could include:

- Spreadsheets
- Graphs/tables
- List of areas requiring further analysis

Manage a Procurement in Accordance with EU Public Procurement Rules

Level: Level 3

Credit Value: 4

GLH: 20

Unit Number: Y/506/1762

Unit Aim: This unit will help learners to produce a specification and develop and implement a procurement plan in accordance with EU Public Procurement Rules.

This unit has 4 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand EU public procurement rules.	1.1 Explain organisational policies and procedures for carrying out a procurement exercise below EU thresholds. 1.2 Explain the basis of EU public procurement rules. 1.3 Identify the types of procurements which need to comply with EU rules.
2 Be able to produce specifications which comply with EU procurement rules.	2.1 Produce specifications in consultation with stakeholders ensuring they comply with EU procurement rules.
3 Be able to plan the procurement process.	3.1 Agree contract type and award criteria with stakeholders. 3.2 Produce a procurement implementation plan in accordance with public procurement rules and timescales.
4 Be able to implement the procurement plan.	4.1 Advertise the contract in appropriate publications. 4.2 Invite bids from suppliers. 4.3 Evaluate bids in accordance with pre-determined criteria and organisational procedures and regulations. 4.4 Make and obtain ratification of award recommendations. 4.5 Award business and notify unsuccessful bidders.

Indicative Content: Manage a Procurement in Accordance with EU Public Procurement Rules**Learning Outcome 1:**

- Public accountability
- Standing orders
- Standing financial instruction
- EU types of procurement
- EU procedures for public procurement

Learning Outcome 2:

- Notes of meetings
- Emails to and from stakeholders
- Draft specification
- Final specification

Learning Outcome 3:

- Notes of meetings
- Award criteria
- Gantt chart
- Project plan

Learning Outcome 4:

- Contract advert
- OJEU notice
- ITT
- RFQ
- Bid evaluation spreadsheet
- Award recommendation
- Notes of meetings
- PO
- Contract award letter
- Unsuccessful letters

Manage Own Professional Development within Procurement and Supply

Level:	Level 3
Credit Value:	3
GLH:	15
Unit Number:	M/506/1766
Unit Aim:	This unit will help learners to assess their own competencies and develop and implement a personal development plan.

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Know about job roles and career progression in procurement and supply.	1.1 Describe different job roles in procurement and supply. 1.2 Explain opportunities for progression in different areas of procurement and supply.
2 Understand the skills required to work in procurement and supply.	2.1 Explain the skills and competencies required to undertake different roles in procurement and supply.
3 Be able to assess own skills and qualities relevant to a career in procurement and supply.	3.1 Assess own skills and qualities relevant to a career in procurement in supply.
4 Be able to produce a personal development plan.	4.1 Identify gaps in own knowledge, understanding and skills in relation to a career in procurement and supply. 4.2 Produce a development plan.
5 Be able to implement and monitor own personal development plan.	5.1 Plan activities identified in own development plan. 5.2 Explain how to monitor and review own personal development plan.

Indicative Content: Manage Own Professional Development within Procurement and Supply
Learning Outcome 1:

Understand career progression opportunities both internal and external to the organisation.

Learning Outcome 2:

Learners can explain the range of skills and competences required by procurement and supply practitioners to include:

- Relationship awareness skills and competencies
- Task focus skills and competences
- Technical procurement skills and competences to carry out upstream and downstream procurement functions

Learners can explain the process to:

- Determine skills and competence gaps in individual and teams in procurement and supply

Learning Outcome 3:

Appraisals and one to ones

Learner should consider continuing professional development (CPD).

Produce training and development plans for procurement and supply practitioners.

Learning Outcome 4:

Appraisals and one to ones

Training and development plan.

Learning Outcome 5:

Gain approval for and implement training

Plan and conduct reviews for training and development plans

Monitor the Performance of Suppliers

Level:	Level 3
Credit Value:	3
GLH:	15
Unit Number:	D/506/1763
Unit Aim:	This unit will help learners to maintain, monitor, review and improve working relationships with colleagues and stakeholders.

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand how to monitor a supplier's performance.	1.1 Explain the key areas of supplier's performance that require monitoring. 1.2 Explain the methods used to monitor supplier performance.
2 Be able to define the criteria to be used to monitor the performance of suppliers	2.1 Define the criteria to be used to monitor the performance of suppliers.
3 Be able to identify suppliers that require performance monitoring.	3.1 Use agreed criteria and organisational processes to identify suppliers requiring monitoring.
4 Be able to gather and use data to analyse supplier's performance.	4.1 Gather data on supplier's performance. 4.2 Benchmark performance against historic data and required performance level. 4.3 Identify and analyse gaps in performance and performance trends.
5 Be able to present results of supplier performance analysis to stakeholders with recommendations for supplier performance improvement.	5.1 Present the results of supplier performance analysis to internal stakeholders. 5.2 Review results of the supplier performance analysis with the supplier. 5.3 Recommend options for improving the performance of suppliers.

Indicative Content: Monitor the Performance of Suppliers
Learning Outcome 1:

- rights of purchasing
- Customer service
- Strength of relationship
- Vendor rating
- Supplier review meetings
- Supplier relationship management

Learning Outcome 2:

- Pareto analysis
- Kraljic model
- Suppliers requiring improvement
- Vendor rating model
- Supplier meeting notes
- Emails/letters

Learning Outcome 3:

Vendor rating:

- Key performance indicators
- Service level agreements

Learning Outcome 4:

- KPIs
- Graphs
- Tables
- Spreadsheet
- Dashboard analysis
- Gap analysis
- Traffic light analysis

Learning Outcome 5:

- Supplier review documents
- Traffic light analysis
- PowerPoint presentations
- Supplier review minutes
- Supplier improvement plan
- Notes of meetings

Negotiate for Supplies

Level:	Level 3
Credit Value:	4
GLH:	20
Unit Number:	H/506/1764
Unit Aim:	This unit will help learners to prepare, plan and conduct a negotiation and implement an agreement.

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the process of negotiation in procurement and supply.	1.1 Explain the benefits and disadvantages of negotiation for supplies. 1.2 Explain the phases of negotiation. 1.3 Explain the key persuasion techniques utilised in negotiation.
2 Be able to prepare for the negotiation of supplies.	2.1 Identify requirements of all stakeholders. 2.2 Carry out market research for the required supplies.
3 Be able to produce a negotiation plan for the negotiation of supplies.	3.1 Define negotiation objectives and targets. 3.2 Identify acceptable negotiable variables. 3.3 Produce negotiation plan.
4 Be able to conduct a negotiation meeting for supplies.	4.1 Conduct negotiation with suppliers 4.2 Reach an agreement with the supplier in line with negotiable variables.
5 Be able to implement the agreement.	5.1 Circulate agreement to stakeholders. 5.2 Implement the negotiated agreement.

Indicative Content: Negotiate for Supplies**Learning Outcome 1:**

- Opening, testing, moving and agreeing
- Threat, compromise, emotion, logic, bargaining

Learning Outcome 2:

- Suppliers letters/emails
- Internet searches
- Trade journal extracts
- Info from other suppliers
- Emails to stakeholders
- Notes of meetings

Learning Outcome 3:

- MIL target
- List of variables
- Position/interest table
- Team briefing document
- Negotiation plan
- Meeting agenda
- BATNA

Learning Outcome 4:

- Meeting notes
- Emails
- Letters
- Witness statements

Learning Outcome 5:

- Contract amendment
- New agreement
- Notes of meeting
- Implementation plan
- Implementation review meetings

Place and Expedite Orders with Suppliers

Level:	Level 3
Credit Value:	4
GLH:	20
Unit Number:	Y/506/1759
Unit Aim:	This unit will help learners to agree requirements and place and monitor delivery.

This unit has 5 learning outcomes.

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1 Understand the procurement ordering cycle.	1.1 Explain the procurement ordering cycle.
2 Be able to agree purchase and delivery requirements with stakeholders.	2.1 Gather information on purchase and delivery requirements by consulting with relevant colleagues. 2.2 Negotiate the agreed delivery schedule with stakeholders.
3 Be able to place orders with suppliers.	3.1 Draw up and place orders with suppliers according to organisational procedures. 3.2 Explain the legal implications of purchase orders.
4 Be able to monitor the progress of orders.	4.1 Explain the benefits of effective expediting. 4.2 Identify orders requiring expediting. 4.3 Liaise with stakeholders about orders requiring expediting using appropriate communication methods.
5 Be able to deal with problems relating to the delivery of orders.	5.1 Identify problems with delivery of orders. 5.2 Inform stakeholders of status of expedited orders. 5.3 Propose solutions to problems with expedited orders.

Indicative Content: Place and Expedite Orders with Suppliers**Learning Outcome 1:**

- Law of contract
- Battle of the forms
- Managing supplier relationships
- 5 rights of purchasing

Learning Outcome 2:

- Requisitions
- BOM
- ROL reports
- Productions schedules
- MRP reports
- Emails
- Meeting notes
- Witness statements
- Order schedule

Learning Outcome 3:

- Ordering procedures
- Purchase orders
- Emails
- E-procurement screen dumps

Learning Outcome 4:

- Expediting schedule
- Overdue order reports
- Outstanding order reports
- Emails
- Meeting notes
- Supplier files

Learning Outcome 5:

- Delivery schedule
- Purchase orders
- Emails
- Meeting notes



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