

## Unit 44: **Maintain and Issue Stationery Stock Items**

<b>Unit code:</b>	Q222
<b>Unit reference number:</b>	M/601/2495
<b>QCF level:</b>	2
<b>Credit value:</b>	3
<b>Guided learning hours:</b>	14

### Unit summary

This unit is about the procedures involved in keeping a stock of business items that will be used in a business environment in order to complete the day to day work of the organisation.

### Assessment guidance

The following is a guide, the evidence suggested is neither mandatory nor exclusive.

<b>Learning outcomes</b>	<b>Assessment criteria</b>	<b>Assessment guidance</b>
1	1.1 – 1.8	Evidence may be supplied via learner reports/reflective accounts, professional discussion and questioning.
2	2.1 – 2.2	
3	3.1 – 3.2	
4	4.1	
5	5.1	Evidence may be supplied via witness testimony and learner reports/reflective accounts.
	5.2 – 5.3 5.7	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• stock records.</li> </ul>

Learning outcomes	Assessment criteria	Assessment guidance
	5.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• purchase orders.</li> </ul>
	5.5	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos.</li> </ul>
	5.6	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• letters</li> <li>• emails</li> <li>• memos</li> <li>• delivery notes.</li> </ul>
6	6.1 – 6.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• stock records</li> <li>• emails</li> <li>• memos.</li> </ul>
7	7.1	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and learner reports/reflective accounts.

Learning outcomes	Assessment criteria	Assessment guidance
8	8.1	Evidence may be supplied via witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role from the following sources: <ul style="list-style-type: none"> <li>• emails</li> <li>• memos</li> <li>• appraisals.</li> </ul>

Evidence generated for this unit of assessment may contribute towards other units including: Units Q201, Q202, Q203, Q205.

### Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.

## Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Understand procedures for maintaining and issuing stationery stock items	<p>1.1 Outline organisational requirements for ordering, taking delivery, storing, stock-taking, issuing and disposing of stationery stock items</p> <p>1.2 Outline ways of keeping up-to-date, accurate and legible records of stationery stock items</p> <p>1.3 Explain the purpose of knowing the level of demand for stationery stock items and how this may affect requirements for ordering and stock held</p> <p>1.4 Outline other factors that may affect the future level of demand for stationery stock held</p> <p>1.5 Give examples of suppliers that may be used when ordering stationery stock items</p> <p>1.6 Outline differences between ordering stationery stock items from internal and external suppliers</p> <p>1.7 Outline organisational procedures for issuing stationery stock items</p> <p>1.8 Outline when it may be necessary to ask for receipts for stationery stock items issued</p>			
2 Know how to handle, store and dispose of stationery stock items	<p>2.1 Outline organisational procedures for handling and storing stationery stock items safely and securely</p> <p>2.2 Outline organisational procedures for the correct and safe disposal of stationery stock items</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Understand problems that may occur with maintaining and issuing stationery stock items and how to deal with them	3.1 Describe types of problems that may occur with deliveries and stationery stock items 3.2 Describe organisational procedures for dealing with problems			
4 Understand how to make recommendations for improving stationery stock handling	4.1 Describe organisational procedures for recommending improvements for ordering, taking delivery, storing, stock-taking, issuing and disposing of unwanted or damaged stationery stock items			
5 Be able to maintain stationery stock levels	5.1 Maintain stationery stock items to required levels 5.2 Handle and store stationery stock safely and securely, maintaining its condition and following organisational procedures 5.3 Carry out stock-takes as instructed and report problems 5.4 Order stationery stock from suppliers within limits of own authority 5.5 Chase up orders with suppliers 5.6 Check incoming deliveries against orders and report any problems 5.7 Keep up-to-date, accurate and legible records of stationery stock delivered and held			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
6 Be able to issue items from stationery stock	6.1 Issue stationery stock items as requested, following organisational procedures 6.2 Keep up-to-date, accurate and legible records of stationery stock items issued			
7 Be able to deal with unwanted or damaged items of stationery stock	7.1 Dispose of unwanted or damaged stationery stock items safely, following organisational procedures and legal requirements			
8 Be able to make recommendations to improve stationery stock handling	8.1 Identify and recommend ways in which systems for receiving, issuing and disposing of stationery stock could be improved, as required			

Learner name: \_\_\_\_\_ Date: \_\_\_\_\_

Learner signature: \_\_\_\_\_ Date: \_\_\_\_\_

Assessor signature: \_\_\_\_\_ Date: \_\_\_\_\_

Internal verifier signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(if sampled)