

# Unit 304 Procure products and services

## Unit summary

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Procure products and services to support the achievement of goals and objectives.

## Skills

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You will apply the following skills:

- Communicating
- Research
- Problem solving
- Monitoring
- Evaluating
- Negotiating

## Performance indicators

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You will:

1. Agree a specification for product or service
2. Source quality products and services that meet your specification
3. Select the product or service which represents best value for money
4. Procure products or services following your organisation's procedure
5. Create and maintain partnerships with suppliers to improve quality and cut costs
6. Deal effectively with problems as they occur, seeking support from others where necessary
7. Continually monitor and evaluate procurement procedures
8. Take action to improve efficiency and obtain better value for money

## Knowledge

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You will know:

1. How to write a specification for a product or service
2. The sources of quality products and services
3. How to select products and services that represent best value for money
4. How to negotiate best value for money
5. Your organisation's procurement procedures
6. How to create and maintain effective working partnerships
7. How supply chains work
8. Your organisation's needs and priorities regarding procurement

9. How to monitor and evaluate procurement procedures
10. What action you might take to improve efficiency and obtain better value for money

## Evidence Requirements

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This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. A Realistic Working Environment or Simulation is not allowed for this unit.
3. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
4. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Optional
	Questions *	Yes

\* This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

5. Your candidate needs to show that they:

**Source products and services.** Evidence may include:

- Specifications
- List of suppliers
- Communication with suppliers
- Reviews
- Appraisals
- Minutes of 1-1 meetings
- Minutes of team meetings
- Personal development plan

**Obtain products and services.** Evidence may include:

- Orders, invoices and statements relating to products and services obtained

**Select the products which represent the best value.** Evidence may include:-

- Evaluation report assessing information and recommending best value
- Quotations
- Invoices
- Reviews
- Appraisals

- Minutes of 1-1 meetings
- Minutes of team meetings
- Personal development plan

#### 6. Contingencies

Performance Indicator 4	If the organisation has no set procedure for procuring products or services, professional discussion or dedicated tasks may be used to confirm competence
Performance Indicator 6	If no problems arise during the assessment period professional discussion or dedicated tasks may be used to confirm competence

#### 7. Evidence generated for this unit may contribute towards Unit 301:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 302

- Work to achieve your organisation's purpose and values
- Support sustainability
- Support diversity
- Maintain security and confidentiality
- Assess and manage risk