Unit of learning outcomes:

Qualification to be achieved:

Area of work tasks:

Additional unit of learning outcome

Description of unit: Acceptance and control of deliveries; procedures for defective goods; procedures for delay in delivery

### Knowledge

He/ She knows:

- the duties for accepting and ch ٠ goods delivered
- how to enter the relevant data ٠ inventory control system
- the consequences of inadequat ٠ goods
- different kinds of purchaser's ri ٠ faulty deliveries and delay of de
- environmental protection legisl ٠ regulations for waste packaging
- specialist terms in English/the • in the country

# Unit 1: Accepting and controlling deliveries

Verkaufsberufe im Einzelhandel: Kaufmann/-frau in, Buchhändler/-in, Musikfachhändler/-in (DE) Retail sector: Management assistants for retail sector Booksellers, Specialist retail assistant for the mus

ies:	yes	no	

	Skills	Competence
	He/ She is able to:	He/ She is able to:
hecking the a into the	<ul> <li>Acceptance and control of deliveries</li> <li>check delivery dates in order to plan and organize receipt of goods and detect delivery</li> </ul>	<ul> <li>independently and response</li> <li>accept deliveries by taking</li> <li>economic and legal require</li> </ul>
ate checking of	<ul> <li>delays if necessary</li> <li>accept deliveries accurately</li> <li>control goods</li> </ul>	<ul> <li>in case of a lack of duty of take appropriate econor</li> </ul>
rights in case of delivery islation and	<ul> <li>find out prices using the inventory control system or current price lists to price the goods</li> <li>update the inventory control system promptly,</li> </ul>	measures against him.
ng e spoken language	<ul> <li>fully and accurately with the relevant data</li> <li>pass on shipping documents and invoices to the accounts department</li> </ul>	
	<ul> <li>dispose waste packaging according to the environmental, economic and legal requirements</li> </ul>	

au im Einzelhandel, Ve	erkäufer/-in, Drogist/-	
services, Sales assista usic branch (UK)	nts, Chemists,	
	EQF-Level: 4	DQ
1		



# QR-Level: 4

ponsibly check and king account of quirements.

caused by the supplier omic and lawful

# (obsevation form)

Developed by: Susanne Alda-Sperling und Christel-Ulrike Scholz, Hamburger Institut für Berufliche Bildung (HIBB)

### www.ecvet-info.de

<ul> <li>Procedures for defective goods</li> <li>formulate a note of deficient acceptance</li> <li>record deficiency on delives</li> <li>inform the department in correspectively about the deficient the chosen legal claim</li> </ul>
<ul> <li>Procedures for delay in deliver</li> <li>formulate a note and informabout the chosen legal and appropriate claim</li> <li>work in a team with colleage cultures</li> <li>support and assist colleagu working conditions</li> <li>consider and justify his/her stock area</li> <li>react flexibly to new situation</li> </ul>

Additional information: The learning outcomes the learner achieved and demonstrated during the mobility phase are assessed with an evaluation sheet

# S

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economically

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tions

Partial tasks:

A: Knowledge He/ She knows

the duties for accepting and checking the goods delivered

how to enter the relevant data into the stock control system

name the consequences of inadequate checking of goods

different kinds of purchaser's rights in case of faulty deliveries and delay of delivery

environmental protection legislation and regulations for waste packaging

name specialist terms in English/the spoken language in the country

# Evaluation of the tasks mu Unit 1: Accepting and cont

### Please mark the parts of the fulfilled learning outcomes with the level reached.

Lev
derp
etin
n pe

Student	Teacher	Company Represent ative

# evel of competence performing ng expectations erforming

Partial tasks:

B: Skills

He/ She is able to

Acceptance and control of deliveries

check delivery dates in order to plan and organize receipt of goods and detect delivery

accept deliveries accurately: check the receiver's address, conditions and number of

accept deliveries: sign the delivery note

control goods: compare order and shipping documents

control goods: check that types, quantities, qualities of items delivered are acceptable

find out prices using the inventory control system or current price lists to price the go

update the inventory control system promptly, fully and accurately with the relevant (

# Evaluation of the tasks mu Unit 1: Accepting and cont

# Please mark the parts of the fulfilled learning outcomes with the level reached.

nutually agreed on ntrolling deliveries			
	Level of competence 0 = underperforming 1 = meeting expectations 2= high performing		
	Student	Teacher	Company Represent ative
ry delays If necessary			
packages			
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oods			
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nutually agreed on ntrolling deliveries			
	Level of competence 0 = underperforming 1 = meeting expectations 2= high performing		
	Student	Teacher	Company Represent ative
ry delays If necessary			
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nutually agreed on ntrolling deliveries			
	Level of competence 0 = underperforming 1 = meeting expectations 2= high performing		
	Student	Teacher	Company Represent ative
ry delays If necessary			
f packages			
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oods			
t data			

pass on shipping documents and invoices to the accounts department

dispose of any waste packaging according to the environmental, economic and legal re

Procedures for defective goods

formulate a note of deficiency or refuse of acceptance

record deficiency on the delivery note

inform the department in charge and the supplier about the deficiency and the choser

Procedures for delay in delivery

formulate a note and inform the supplier about the chosen legal and economically app

requirements				
en legal claim				
ppropriate claim				

requirements		
en legal claim		
ppropriate claim		

Partial tasks:

C: Competence

He/ She is able to

independently and responsibly check and accept deliveries by taking account of econd

in case of a lack of duty caused by the supplier take appropriate economic and lawful i

# Evaluation of the tasks mutually agreed on Unit 1: Accepting and controlling deliveries

### Please mark the parts of the fulfilled learning outcomes with the level reached.

Lev
0 = underp
1 = meetin
2= high pe

	Student	Teacher	Company
			Represent
			ative
nomic and legal requirements			
I measures against him			

# evel of competence performing ing expectations erforming

# C: Competence (continued): Please mark the following areas o

Social competence	ind
Problem-solving competence	sol
	con
	use
Communication competence/ Intercultural competence	rea
	sol
	rea
Ability to work in a team	wo
Independence	acq
	con
Flexibility	rea
	har

# Please mark the following areas of competence with your initials when they are fulf Please initial the following compete

dependently supports colleagues accordingly and in

lves problems independently and business-oriented

nducts "small talk" professionally in the target langu

es technical jargon and gives specific information in

acts appropriately to regional accents

lves linguistically challenging situations

acts appropriately to cultural differences

orks in a team appropriately

quires specialized knowledge independently

nsiders and justifies his/her own action and behavio

acts flexibly to new situations

rmonizes customer's and firm's interests according

Ifilled. The fulfilment is not graded. tences when they have been reached.	Student	Teacher	Company Represen- tative
n order to relieve them			
d			
guage			
in the target language			
iour			
g to the situation			



Signature:

