

SAMPLE ASSESSMENT MATERIAL

UNIT 3 - INTRODUCING THE RETAIL SUPPLY CHAIN



Unit 3 Introducing the retail supply chain

Level 1

Sample assessment material - information for teachers

This assignment is provided as an example only. Consortia should produce their own assessments in line with the assessment section of the unit, based on their local delivery circumstances. This assessment has been written as if it has been prepared by the Lead Assessor at the Consortia who has given it to the Teacher to deliver.

Overview

This assignment will give the learner the opportunity to demonstrate their ability to use technology and communication methods to track the journeys of products through the retail supply chain, solving problems along the way.

Time

The assignment will take approximately 8 of the 30 guided learning hours available for this unit.

The timing of this assignment will be staged so that learners can track the progress of products through the retail supply chain. This will be done over a number of sessions, rather than in real time.

A large proportion of the time allocated for this assessment will need to be spent on ordering and tracking the product, and solving problems that arise. Learners should be allowed approximately 5 hours for this, and 3 hours for writing their reports.

Resources

The ordering of products will need to take place in a real or realistic retail environment.

Learners will need to use computers to complete ordering and tracking forms. Telephones and access to e-mail are needed to allow learners to use technology and to communicate information. Learners should use communication methods to gather information in order to propose solutions to problems arising.

Supervision

Learners should be supervised when completing order and tracking forms, when writing up reports on the progress of products and when using technology and communication methods. A witness statement will need to be completed as evidence for each learner.

Collaboration

Teamwork is not applicable for the assessment of this unit. Learners must complete all tasks and produce all evidence individually.

Roles

Matthew, the owner of a local independent furniture retailer, has set the brief for this assignment. He will play the role of an employer, and will introduce problems in the retail supply chain. Matthew will not assess learners' work.

In order to track products, learners must be able to communicate with the supplier and staff at the warehouse. This will need to be simulated: teachers and/or employers should play the necessary roles.

As the learner is tracking the product, two problems will be introduced. These will be:

- Industrial action at the manufacturer due to poor working conditions delays the despatch of the product to the supplier by two days. The customer is unable to rearrange the delivery time.
- An error in the specification of the order is noticed – the customer actually asked for a dining table set with six chairs rather than four. This is noticed after placing the order but prior to despatch from the manufacturer.

Sample assessment material – information for learners

Time

You will have 8 hours to complete this assessment. It will take place over a number of sessions.

Roles

The owner of a local shop has set the brief for the assignment in this unit. He will oversee your progress through the assignment and provide some feedback.

Your teacher will supervise and mark your work.

The shop owner will be coming in in six weeks to tell you what you need to do.

Be ready!

Sample assessment material – Assignment

Assignment Brief

This task will take place partly in Matthew's Furniture and partly in your school but, for the purposes of this assessment, you have just begun a period of work experience at Matthew's Furniture.

Welcome to Matthew's Furniture. We are a small independent retailer of contemporary furniture. I am Matthew, the owner.

An order has just come in from a customer for a set including a dining table and chairs. This product is manufactured in China, sent to the UK by sea and supplied to us by LMD Interiors. I would like you to take care of this order so that you can see how things work here at Matthew's.

We will need one dining table and four chairs, to be delivered to the customer on Friday 19 February. These come as a set from the same supplier, so we only need to complete one order form. We then need to track the product from the supplier until it reaches the customer.

I have been experiencing some supply chain problems recently. I would like you to report on the progress of the product through the supply chain, to help me to identify exactly what is happening at each stage so that I can make sure things run more smoothly in the future.

I have provided some information to help you.

Here are the details of this order.

The dining table costs £149 and the chairs are £82 each. We will sell the whole set to the customer for £599.99. We will deliver it to his home on Friday 19 February.

The customer's details are:

Mr Christopher Doggett
61 Lytham Road
Churchtown
Southport
Merseyside
PR9 9TY

The order number will be 40625.

The email address of the supplier is enquiries@lmdinteriors.co.uk

The telephone number of the warehouse is 01603 764453.

I can give you any other contact details if you need them.

On the next pages are copies of the order and tracking forms we use at Matthew's Furniture. You will fill these out on the computer.

Matthew's Furniture
 Southport
ORDER FORM

Customer Name					
Customer Address					
Date of Order			Order No.		
Quantity	Description	Unit Price		Price	
Total order value					
Delivery Date Due					
Deposit Received		Date		Amount	
Payment Received		Date		Method	

Matthew's Furniture

Southport

Order Tracking Form

Customer Order No.	
Customer Order Date	
Customer Name	
Supplier's Name	
Supplier Order No.	
Supplier Order Date	
Delivery Date due to store	
Delivery Date due to customer	

Order progress check		
Date	Due	Actual
Despatch from manufacturer		
Arrival at supplier		
Despatch from supplier		
Into warehouse		
Despatch from warehouse		
Into store		
Delivery to customer		

Any questions?

Good luck!

Tasks

1. Order the product and track its progress through the supply chain, solving problems along the way

You have **5 hours** to complete this part of the assessment.

Use the order form to order one dining table and four chairs.

Fill out the order tracking form as the set is sent from the manufacturer to Matthew's. You will need to email the supplier, LMD Interiors for Despatch dates from the manufacturer and the supplier.

Matthew, the owner of Matthew's Furniture, leaves the shop for a few hours to go to a meeting. On his way he calls to inform you of some problems that have occurred in the supply chain.

Matthew asks you to propose one solution to each of these problems. Since he is out of the shop, he would like you to write your solution down for him to read when he gets back.

You will need more information about the problems. You may need to contact the supplier and/or the warehouse for this information.

Make a note of your solutions.

Matthew looks at your suggested solutions.

When the product is due to have arrived at the warehouse, you will need to phone them to confirm that it is there, and to check it is due to be despatched to Matthew's.

Once the product has arrived and been delivered to the customer, you can complete the tracking form.

2. Report on the journey of the product through the retail supply chain

You have **3 hours** to complete this part of the assessment.

Now that the product is safely with the customer, you should report to Matthew on how the dining table and chairs progressed through the supply chain. You could produce a written report (maximum 3 sides of A4).

Your report should include:

- The businesses and involved in the supply chain for this product, starting from the manufacturer, and the methods used
- Any environmental, ethical and/or legal issues affecting the supply chain for this product
- How problems in the supply chain were dealt with.