OCR
Oxford Cambridge and RSA

Unit Title:	**Supplier management**
OCR unit number:	17
Unit reference number:	H/602/0612
Level:	2
Credit value:	7
Guided learning hours:	55

Unit aim

The aim of this unit is that learners will:

- Be able to identify the existing products and suppliers for an organisation

- Understand how to develop and maintain agreements and relationships with partners and suppliers

- Understand the need to comply with organisation and regulatory requirements

- Be able to monitor and review preferred IT/Technology supplier performance

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
The Learner will: 1 Be able to identify the existing products and suppliers for an organisation	**The Learner can:** 1.1 Identify: • the types of IT/technology products, service and equipment that are supplied to the organisation • the current suppliers of IT/technology products, services and/or equipment to the organisation 1.2 Source, gather and collate information about the current suppliers to the organisation including: • IT/technology products, services and/or equipment • their reliability	• the role of supplier management with respect to IT/technology products, service and equipment including: - the support of business operations and service strategy - service delivery/operations - suppliers of services and resources - supplier and contracts database and what it contains - partners in supplier management activities - purchase and supply - leasing - different types of licenses that are used

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		- what services and resources may be required by an organisation from suppliers In relation to IT/technology products, services and equipment: • potential implications of the incorrect assessment of requirements • range and types necessary to support the effective provision of IT/technology services • systems and assets which may be supplied to an organisation • personnel responsible for making decisions on selection • the current and potential suppliers used by an organisation for products services and equipment • personnel who can authorise the termination of contracts with particular suppliers
2 Understand how to develop and maintain agreements and relationships with partners and suppliers	2.1 Identify and explain: • what information needs to be recorded about IT/technology partners and suppliers • what information is recorded within a supplier and contracts database about new and existing IT/technology suppliers and/or contracts and agreements • the procedures, tools and techniques for IT/technology supplier management activities • information about the organisation's requirements for IT/technology products, services and equipment	• why regular contact should be maintained with suppliers • how the use of particular suppliers can affect the brand and reputation of an organisation • identifying the most effective and reliable suppliers • having sufficient products, services and equipment available to ensure that the contractual, service level and delivery commitments can be met

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	2.2 Identify and explain methods for communicating and liaising: • with internal and external individuals and bodies on the requirements for the supply of IT/technology products, services and equipment • with suppliers of IT/technology products/services and/or equipment	• developing and maintaining effective relationships with suppliers and other partners • ensuring that sensitive business information is not disclosed inappropriately during supplier management activities • verifying the accuracy, currency and completeness of information used • making an accurate assessment of the cost and implications of using/contracting any particular suppliers • documenting lessons learned from successful and unsuccessful experiences with suppliers and partners in order to inform future action
3 Understand the need to comply with organisation and regulatory requirements	3.1 In relation to IT/technology supplier management activities, identify and explain the: • relevant organisational standards, service operational schedules and procedures relevant to the operational needs • relevant professional and ethical constraints	• organisational standards • professional and ethical standards including integrity and confidentiality • contracts and agreements that exist between the organisation and the suppliers • all relevant and applicable legislation, regulations and standards
4 Be able to monitor and review preferred IT/Technology supplier performance	4.1 Source, gather and collate information for a range of preferred suppliers required to: • update supplier/contract details • maintain the supply of products, services and equipment • meet the organisation's requirements for products, services and equipment 4.2 Use and apply metrics to measure the performance of supplier management activities	• the information available and its location for the monitoring and reviewing of supplier performance • how to collate information • the methods used for measuring supplier performance • how to record and store results from monitoring • how to present information and data relating to performance

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	4.3 Record and store the results of monitoring the performance of products, services and equipment provided by suppliers 4.4 Accurately present information and data concerning these suppliers to others as requested	

Assessment

The qualification has been designed to develop knowledge, understanding and skills in the full range of functions involved in the planning and control, hardware, software and systems installation, software solutions and the production of customer support materials. It also provides opportunities for learners to study towards system and network management, to specialise in one or more specific programming languages in addition to being able to take units that are vendor specific.

Each unit within the specification is designed around the principle that candidates will build a portfolio of evidence relating to progression towards meeting the unit assessment objectives.

The unit assessment objectives reflect the demands of the learning outcomes for each unit.

In order for candidates to be able to effectively progress towards meeting the requirements of each assessment objective, tutors must make sure that the supporting knowledge, understanding and skills requirements for each objective are fully addressed. The identified knowledge, understanding and skills are not exhaustive and may be expanded upon or tailored to particular contexts to which the unit is being taught and the assessment objective applied.

We recommend that teaching and development of subject content and associated skills be referenced to real vocational situations, through the utilisation of appropriate industrial contact, vocationally experienced delivery personnel, and real life case studies.

All the learning outcomes and assessment criteria must be clearly evidenced in the submitted work, which is externally moderated by OCR.

Results will be Pass or Fail.

Guidance on assessment

Candidates do not have to achieve units in any particular order and tutors should tailor learning programmes to meet individual candidate needs. It is recommended that, wherever possible, centres adopt a holistic approach to the delivery of the qualification and identify opportunities to link the units.

Centres are free to deliver this qualification using any mode of delivery that meets the needs of their candidates. Whatever mode of delivery is used, centres must ensure that learners have appropriate access to appropriate resources and consider the candidates' complete learning experience when designing learning programmes. This is particularly important in relation to candidates studying part time alongside real work commitments where candidates may bring with them a wealth of experience that should be utilised to maximum effect by tutors and assessors.

It is difficult to give a detailed answer to how much evidence is required as it depends on the type of evidence collected and the judgement of assessors. The main principles, however, are as follows: for a candidate to be judged competent in a unit, the evidence presented must satisfy:

- all the items listed, in the section 'Learning Outcomes'

- all the areas in the section 'Assessment Criteria'

Questioning the candidate is normally an ongoing part of the assessment process, and is necessary to:

- test a candidate's knowledge of facts and procedures

- check if a candidate understands principles and theories *and*

- collect information on the type and purpose of the processes a candidate has gone through

- candidate responses must be recorded

The quality and breadth of evidence provided should determine whether an assessor is confident that a candidate is competent or not. Assessors must be convinced that candidates working on their own can work independently to the required standard.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications'* on the OCR website www.ocr.org.uk .