

# **Co. Cavan VEC**

**Programme Module for  
Stock Control**

**leading to**

**Level 4 FETAC**

**Stock Control 4N1184**

### Introduction

This programme module may be delivered as a standalone module leading to certification in a FETAC minor award. It may also be delivered as part of an overall validated programme leading to a Level 4 FETAC Certificate.

The teacher/tutor should familiarise themselves with the information contained in the Co. Cavan VEC's Retail Skills programme descriptor (4M1998) prior to delivering this programme module.

The programme module is structured as follows:

1. Title of Programme Module
2. FETAC Component Title and Code
3. Duration in hours
4. Credit Value of FETAC Component
5. Status
6. Special Requirements
7. Aim of the Programme Module
8. Objectives of the Programme Module
9. Learning Outcomes
10. Indicative Content
11. Assessment <ul style="list-style-type: none"><li>a. Assessment Technique(s)</li><li>b. Mapping of Learning Outcomes to Assessment Technique(s)</li><li>c. Guidelines for Assessment Activities</li></ul>
12. Grading
13. Learner Marking Sheet(s), including Assessment Criteria

### Integrated Delivery and Assessment

The teacher/tutor is encouraged to integrate the delivery of content where an overlap between content of this programme module and one or more other programme modules is identified. This programme module will facilitate the learner to develop language, literacy and numeracy skills relevant to the themes and content of the module.

Likewise the teacher/tutor is encouraged to integrate assessment where there is an opportunity to facilitate a learner to produce one piece of assessment evidence which demonstrates the learning outcomes from more than one programme module. The integration of the delivery and assessment of level 4 Communications and level 4 Mathematics modules with that of other level 4 modules is specifically encouraged.

Structured communication and teamwork is encouraged between the teacher/tutor delivering this programme module and the language, literacy, numeracy and learning support teacher/tutor, as appropriate, to facilitate the learner in completing the programme module and achieving certification in the award.

**Indicative Content**

The indicative content in Section 10 does not cover all teaching possibilities. The teacher/tutor is encouraged to be creative in devising and implementing other approaches, as appropriate. The use of examples is there to provide suggestions. The teacher/tutor is free to use other examples, as appropriate. The indicative content ensures all learning outcomes are addressed but it may not follow the same sequence as that in which the learning outcomes are listed in Section 9. It is the teacher's/tutor's responsibility to ensure that all learning outcomes are included in the delivery of this programme module.

<b>1. Title of Programme Module</b> Stock Control
<b>2. Component Name and Code</b> Stock Control 4N1184
<b>3. Duration in Hours</b> 100 Hours (typical learner effort, to include both directed and self directed learning)
<b>4. Credit Value</b> 10 Credits
<b>5. Status</b> This programme module is optional within the Retail Skills programme (4M1998).
<b>6. Special Requirements</b> None
<b>7. Aim of the Programme Module</b> This programme module aims to equip the learner with the knowledge, skill and competence to order, store and monitor goods for the retail sector.
<b>8. Objectives of the Programme Module</b> <ul style="list-style-type: none"><li>• To create and awareness of ordering, storing and monitoring of stock levels relevant to the retail environment and to understand key operations relating to stock control, shrinkage, customer care and merchandising</li><li>• To enable the learner to identify a range of products and services and to maintain optimum stock levels</li><li>• To assist the learner in developing a range of procedures to address discrepancies in deliveries and quality and quantity checks and to develop awareness of ordering procedures</li><li>• To enable the learner to develop good practice in storage and delivery health and safety procedures and procedures relating to reducing theft, human error and wastage of stock</li><li>• To enable the learner to employ best practice in ordering, displaying and storage of stock items while adhering to security and safety procedures</li><li>• To assist the learner to develop the language, literacy and numeracy skills related to stock control through the medium of the module themes and content</li><li>• To enable the learner to take responsibility for his/her own learning.</li></ul>

**9. Learning Outcomes of Level 4 Stock Control 4N1184**

Learners will be able to:

- 1 Explain the key principles of ordering, storing and monitoring stock levels in relation to the retail environment
- 2 Explain key terminology and practices utilised in retail service operations to include stock control, shrinkage, customer care and merchandising
- 3 Outline key legislation and responsibilities of stakeholders in relation to retail service operations
- 4 Differentiate between a range of products and services provided by a retail organisation
- 5 Follow procedures for monitoring and re-ordering goods to maintain optimum stock levels within a retail outlet
- 6 Differentiate between a range of storage options in relation to product type, shelf life, turnover, size, value and packaging
- 7 Outline a range of procedures to address discrepancies and inaccuracies in product deliveries to include quality and quantity checks
- 8 Outline the characteristics of a range of product ordering techniques to include web-based ordering, fax, telephone and sales representatives
- 9 Outline a range of procedures aimed at improving health and safety in relation to delivery and storage of goods
- 10 Describe a range of procedures aimed at reducing shrinkage in relation to product services to include theft, human error and wastage
- 11 Explain the impact of shrinkage in relation to a retail organisation
- 12 Explain the key principles and process in relation to stocktaking
- 13 Demonstrate an ability to apply best practice and procedures when ordering, receiving and accepting ordered goods
- 14 Employ display principles and techniques to arrange a product display, taking into account product characteristics, aesthetics, security, safety and the first in first out principle
- 15 Identify products requiring specific storage conditions and suggest appropriate procedures to monitor safe storage.

**10. Indicative Content**

This section provides suggestions for programme content but is not intended to be prescriptive. The programme module can be delivered through classroom based learning activities, group discussions, one-to-one tutorials, field trips, case studies, role play and other suitable activities, as appropriate.

The purpose of this award is to equip the learner with the knowledge, skill and competence to order, store and monitor goods for the retail sector. The learner should gain an understanding of what stock control is and of best practice in implementing a stock control system applicable to retail.

**Section 1 : Stock Control Principles and Terminology**

Facilitate the learner to explain the key principles of ordering, storing and monitoring stock levels in relation to the retail environment to include

- Short term storage
- Long term storage
- Order fulfilment
- Labelling
- Pick and Pack
- Assembly
- Kitting
- Packaging
- Electronic Stock System
- Minimum Stock Levels
- Maximum Stock Levels
- Special Order Items
- 100% Put out policy
- Order to requirements
- Stock Take process
- Accounting for theft
- Racking
- Storage Location Labelling

Facilitate the learner to explain key terminology and practices utilised in retail service operations to include stock control, shrinkage, customer care and merchandising focusing around the following issues under the four headings below

- Stock Control
  - 100% Put out
  - Minimum Order Level
  - Maximum Order Level
  - Stock Control System
  - Radio Frequency Gun
  - System Application Process

Point of Sale recording of Stock

- Customer Care

  - Customer Care Charter

  - After Sales Care

  - Service Desk

  - Point of Sale Desk

  - Returns Desk

  - Service Manager

  - Additional Services available to customers

- Shrinkage

  - Accounting for Stock Loss

  - Prevention of theft

  - Security tagging

  - Returns policies

  - Shrinkage Training

- Merchandising

  - Displays

  - Planograms

  - Complimentary Product Lines

  - Product Grouping

  - Facing Off

  - Price Tags

  - Signage

  - Appetiser Lines/Loss leaders

  - Special Offer Products

  - Optimum Selling Floor Areas

## Section 2: Legislation and Responsibilities

Facilitate the learner to outline key legislation and responsibilities of stakeholders in relation to retail service operations referring to a range of the following:

- Employment Permits Act 2006
- Employers (Provision of Information and Consultation) Act 2006
- Safety, Health and Welfare at Work Act 2005
- Maternity Protection (Amendment ) Act 2004
- Equality Act 2004
- Protection of Employees (Fixed Term Work) Act 2003
- Organisation of Working Time (Records) 2001
- Protection of Employees (Part-Time Work) Act 2001
- Carers Leave Act 2001
- National Minimum Wage Act 2000
- Employment Equality Act 1998
- Parental Leave Act 1998
- Organisation of Working Time Act 1997
- Protection of Young Persons (Employment) Act 1996
- Adoptive Leave Act 1995
- Maternity Protection Act 1994
- Unfair Dismissals Act 1993
- Consumer Information Act 1978
- Sale of Goods and Supply of Services Act 1980
- Data Protection Act 1988
- The Liability for Defective Products Act 1991
- The Consumer Credit Act 1995

Facilitate the learner to differentiate between a range of products and services provided by a retail organisation to include

- Groceries
- Electrical
- Drapery
- Women's Clothing
- Men's Clothing
- Children's Clothing
- Footwear
- DIY
- Hardware
- Household
- Fashion
- Books
- Confectionery
- Financial Products



### Section 3: Product Range, Ordering and Storage

Facilitate the learner to follow procedures for monitoring and re-ordering goods to maintain optimum stock levels within a retail outlet to include

- Establishment of Minimum Stock order Levels
- Establishment of Maximum Stock Order Levels
- Implementing a stock take
- Counting stock items
- Use of product codes
- Filling in order forms
- Use of purchase order numbers
- Use of technology to create purchase orders
- Recording stock lost through theft

Facilitate the learner to differentiate between a range of storage options in relation to product type, shelf life, turnover, size, value and packaging to include

- Position of items (e.g., heavy items)
- Supportive and properly fixed racking systems
- Clear labels/instructions/ warning signs
- Hazardous goods (e.g., locked cabinets)
- Perishable goods (e.g., temperature control)
- Long life goods
- Storing high turnover goods and space allocation
- Space allocation to a stock system
- Position of stock in storage
- Packaging
- Equipment used
- Risk assessments
- Manual handling procedures
- Location signage
- Imputing Stock locations on a computerised system
- Use of technology to locate items in a warehouse

Facilitate the learner to outline a range of procedures to address discrepancies and inaccuracies in product deliveries to include quality and quantity checks to include

- Receiving goods
- Checking goods received against delivery docket
- Recording discrepancies over or under on a delivery docket
- Notifying accounts department about discrepancies
- Notifying supplier about discrepancies
- Matching product codes received against product codes on delivery dockets
- Returning incorrect goods to a supplier

#### Section 4: Stock Ordering and Storage

Facilitate the learner to outline a range of procedures aimed at improving health and safety in relation to delivery and storage of goods to include

- Safety, Health and Welfare at Work Act 1989
- How you would recognise and avoid potential dangers in warehouse layout and storage arrangements.
- Requirement of Forklift Training for Forklift Operators
- Correct positioning of pallets on racking and risks of incorrect placing
- Use of High Visibility Clothing
- Use of Hard Hats, and Protective Clothing, Steel Capped Boots
- Explain how you would take due care when transporting and carrying items.
- Manual Handling Methods in Warehouse
- Describe ways of caring for hair and skin
- Describe ways of ensuring personal hygiene
- Outline dental care procedures
- Describe the type of clothes, footwear, make-up and jewellery suitable for different work situations.
- Disposal of Faulty Goods
- Waste from Electrical and Electronic Equipment (WEEE)

#### Section 5: Stock Loss

Facilitate the learner to describe a range of procedures aimed at reducing shrinkage in relation to product services to include theft, human error and wastage to include:

- Strict use of barcodes at point of sale
- Security tagging systems
- Staff training to monitor customers in order to reduce theft
- Strict returns policy to prevent fraud
- Clear returns policy to prevent customers returning goods which they have damaged which would not be covered by guarantee
- Use of security cameras
- Staff bag checks at end of shift
- Monitoring of staff purchases
- Appropriate storage and handling of stock to reduce breakages
- Security awareness training to highlight known shoplifters to staff

Facilitate the learner to explain the impact of shrinkage in relation to a retail organisation to include

- What is shrinkage
- Sources of shrinkage
  - § Employee Theft
  - § Shoplifting
  - § Administrative Error
  - § Vendor Fraud
- Financial cost of shrinkage to the company

### Section 6: Stock order, display and Storage in Practice

Facilitate the learner to explain the key principles and process in relation to stocktaking to include

- Creating a stock recording system
- Recording stock deliveries on stock system
- Reducing stock on sales and deliveries out
- Recording various stock adjustments
- Producing a list of stock items
- Marking stock in items present against stock on stock list
- Recording differences
- Organising stock taking team for high volume stock taking
- Use of technology to produce stock lists and recording differences
- Stock taking companies and how they work

Facilitate the learner to demonstrate an ability to apply best practice and procedures when ordering, receiving and accepting ordered goods to include

- Creation of purchase orders
- Goods in procedure
- Completing goods in paperwork
- Recording of discrepancies and company policy
- Timetabling of suppliers for deliveries
- Staffing required for delivery acceptance
- Processing of goods in to include locating goods in relevant warehouse area
- Disposal of packaging
- Prevention of blocking of fire exits through back door deliveries
- Prevention of theft of stock during delivery process
- Implementing Security measures

Facilitate the learner to employ display principles and techniques to arrange a product display, taking into account product characteristics, aesthetics, security, safety and the first in first out principle to include

- Merchandising to enhance visual appeal
- Shelf capacity and safety best practice
- Reasonable amounts of stock in an area
- Avoiding overfilling shelves or display areas
- Safe packing and display formats.
- Placing stock with shorter shelf life to the front
- Placing stock with longer shelf life to the rear
- Identifying good selling areas in a store
- Placing end of line stock in high turnover areas
- Moving stock to refresh selling displays
- Reducing prices of stock nearing sell by date

Facilitate the learner to identify products requiring specific storage conditions and suggest appropriate procedures to monitor safe storage to include

- Positioning of various items (e.g., heavy items, fragile items)
- Ensuring supportive and properly fixed racking systems
- Producing clear labels/instructions/ warning signs
- Placing hazardous goods in locked cabinets
- Placing perishable goods in appropriate temperature control units
- Space allocation
- Positioning of stock in appropriate storage
- Equipment used
- Risk assessments
- Manual handling procedures
- Staff training

**11. Assessment****11a. Assessment Techniques**

Portfolio/Collection of Work 70%

Skills Demonstration 30%

**11b. Mapping of Learning Outcomes to Assessment Techniques**

In order to ensure that the learner is facilitated to demonstrate the achievement of all learning outcomes from the component specification; each learning outcome is mapped to an assessment technique(s). This mapping should not restrict an assessor from taking an integrated approach to assessment.

<b>Learning Outcome</b>	<b>Assessment Technique</b>
1. Explain the key principles of ordering, storing and monitoring stock levels in relation to the retail environment	Portfolio/Collection of Work
2. Explain key terminology and practices utilised in retail service operations to include stock control, shrinkage, customer care and merchandising	Portfolio/Collection of Work
3. Outline key legislation and responsibilities of stakeholders in relation to retail service operations	Portfolio/Collection of Work
4. Differentiate between a range of products and services provided by a retail organisation	Portfolio/Collection of Work
5. Follow procedures for monitoring and re-ordering goods to maintain optimum stock levels within a retail outlet	Skills Demonstration
6. Differentiate between a range of storage options in relation to product type, shelf life, turnover, size, value and packaging	Portfolio/Collection of Work
7. Outline a range of procedures to address discrepancies and inaccuracies in product deliveries to include quality and quantity checks	Portfolio/Collection of Work
8. Outline the characteristics of a range of product ordering techniques to include web-based ordering, fax, telephone and sales representatives	Portfolio/Collection of Work
9. Outline a range of procedures aimed at improving health and safety in relation to delivery and storage of goods	Portfolio/Collection of Work
10. Describe a range of procedures aimed at reducing shrinkage in relation to product services to include theft, human error and wastage	Portfolio/Collection of Work
11. Explain the impact of shrinkage in relation to a retail organisation	Portfolio/Collection of Work
12. Explain the key principles and process in relation to stocktaking	Portfolio/Collection

		of Work
13	Demonstrate an ability to apply best practice and procedures when ordering, receiving and accepting ordered goods	Skills Demonstration
14	Employ display principles and techniques to arrange a product display, taking into account product characteristics, aesthetics, security, safety and the first in first out principle	Skills Demonstration
15	Identify products requiring specific storage conditions and suggest appropriate procedures to monitor safe storage.	Portfolio/Collection of Work

**11c. Guidelines for Assessment Activities**

The assessor is required to devise assessment briefs and marking schemes for the Portfolio/Collection of Work and Skills Demonstration. In devising the assessment briefs, care should be taken to ensure that the learner is given the opportunity to show evidence of achievement of ALL the learning outcomes. Assessment briefs may be designed to allow the learner to make use of a wide range of media in presenting assessment evidence, as appropriate. Quality assured procedures must be in place to ensure the reliability of learner evidence.

<b>Portfolio/ Collection of Work</b>	<b>70%</b>
<b>A portfolio or Collection of Work should be completed by the end of the guided learning time allocated to the programme</b>	
<p>The learner will compile a collection of work to include evidence that demonstrates the following</p> <p><b>Evidence of knowledge of key principles of ordering, storing and monitoring stock levels and key terminology and practises utilised in retail service operations to include</b></p> <ul style="list-style-type: none"> <li>• A documented study on an organisation of choice to include a selection of key stock control principles and practises employed in that organisation and key terminology that applies to that organisation</li> </ul> <p><b>Evidence of knowledge of key legislation and responsibilities of stakeholders to include</b></p> <ul style="list-style-type: none"> <li>• A list of key legislation and responsibilities of stakeholders in relation to retail service operations</li> </ul> <p><b>Evidence of ability to differentiate between a different range of products and services to include</b></p> <ul style="list-style-type: none"> <li>• A documented study of a least one product and one service offered by a particular retailer</li> </ul> <p><b>Evidence of ability to differentiate between a different range of storage options to include</b></p> <ul style="list-style-type: none"> <li>• An essay on storage options to include at least 3 different storage options and why they are relevant for particular products</li> </ul> <p><b>Evidence of knowledge of a range of procedures to address discrepancies and inaccuracies in product deliveries to include</b></p> <ul style="list-style-type: none"> <li>• A flowchart which documents a number of procedures for discrepancies and inaccuracies in product deliveries</li> </ul> <p><b>Evidence of knowledge of the characteristics of a range of product ordering techniques and procedures at improving health and safety in relation to delivery and storage of goods to include</b></p> <ul style="list-style-type: none"> <li>• A flowchart of a product ordering system</li> <li>• An overview of health and safety procedures to be followed in relation to delivery and storage of goods</li> </ul> <p><b>Evidence of knowledge of procedures at reducing shrinkage and the impact of shrinkage on an organisation to include</b></p> <ul style="list-style-type: none"> <li>• An essay on procedures aimed at reducing shrinkage, the causes of shrinkage and the impact of shrinkage on an organisation.</li> </ul> <p><b>Evidence of knowledge of key principles and process in relation to stocktaking to include</b></p> <ul style="list-style-type: none"> <li>• A flowchart on a stock taking process with documented explanations for each part of the process outlined on the chart.</li> </ul>	

<b>Skills Demonstration</b>	<b>30%</b>
<b>The skills demonstration will be completed in 2 sessions of 1 ½ hours maximum each session</b>	
<p>The learner will complete a skills demonstration requiring him/her to complete the following tasks:</p> <p><b>Product Ordering, Receiving and Storage</b></p> <ul style="list-style-type: none"> <li>• Creation of purchase orders</li> <li>• Goods in procedure</li> <li>• Completing goods in paperwork</li> <li>• Recording of discrepancies and company policy</li> <li>• Timetabling of suppliers for deliveries</li> <li>• Staffing required for delivery acceptance</li> <li>• Processing of goods in to include locating goods in relevant warehouse area</li> <li>• Disposal of packaging</li> <li>• Prevention of blocking of fire exits through back door deliveries</li> <li>• Prevention of theft of stock during delivery process</li> <li>• Implementing appropriate Security measures</li> </ul> <p><b>Product Display</b></p> <ul style="list-style-type: none"> <li>• <b>Creation of store display adhering to the following criteria where relevant</b> <ul style="list-style-type: none"> <li>• Merchandising to enhance visual appeal</li> <li>• Shelf capacity and safety best practise</li> <li>• Reasonable amounts of stock in an area</li> <li>• Avoiding overfilling shelves or display areas</li> <li>• Safe packing and display formats.</li> <li>• Placing stock with shorter shelf life to the front</li> <li>• Placing stock with longer shelf life to the rear</li> <li>• Identifying good selling areas in a store</li> <li>• Placing end of line stock in high turnover areas</li> <li>• Moving stock to refresh selling displays</li> </ul> </li> </ul>	

**12. Grading**

Distinction: 80% - 100%  
 Merit: 65% - 79%  
 Pass: 50% - 64%  
 Unsuccessful: 0% - 49%

At levels 4, 5 and 6 major and minor awards will be graded. The grade achieved for the major award will be determined by the grades achieved in the minor awards.



<b>Stock Control 4N1184</b>	<b>Learner Marking Sheet Portfolio/Collection Of Work 70%</b>
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Learner's Name: \_\_\_\_\_

Learner's PPSN: \_\_\_\_\_

<b>Assessment Criteria</b>	<b>Maximum Mark</b>	<b>Learner Mark</b>
<p><b>Evidence of knowledge of key principles of ordering, storing and monitoring stock levels and key terminology and practises utilised in retail service operations to include</b></p> <ul style="list-style-type: none"> <li>• A documented study on an organisation of choice to include a selection of key stock control principles and practises employed in that organisation and key terminology that applies to that organisation</li> </ul>	10	
<p><b>Evidence of knowledge of key legislation and responsibilities of stakeholders to include</b></p> <ul style="list-style-type: none"> <li>• A list of key legislation and responsibilities of stakeholders in relation to retail service operations</li> </ul>	5	
<p><b>Evidence of ability to differentiate between a different range of products and services to include</b></p> <ul style="list-style-type: none"> <li>• A documented study of a least one product and one service offered by a particular retailer</li> </ul>	5	
<p><b>Evidence of ability to differentiate between a different range of storage options to include</b></p> <ul style="list-style-type: none"> <li>• An essay on storage options to include at least 3 different storage options and why they are relevant for particular products</li> </ul>	10	
<p><b>Evidence of knowledge of a range of procedures to address discrepancies and inaccuracies in product deliveries to include</b></p> <ul style="list-style-type: none"> <li>• A flowchart which documents a number of procedures for discrepancies and inaccuracies in product deliveries</li> </ul>	10	
<p><b>Evidence of knowledge of the characteristics of a range of product ordering techniques and procedures at improving health and safety in relation to delivery and storage of goods to include</b></p> <ul style="list-style-type: none"> <li>• A flowchart of a product ordering system</li> <li>• An overview of health and safety procedures to be followed in relation to delivery and storage of goods</li> </ul>	10	
<p><b>Evidence of knowledge of procedures at reducing shrinkage and the impact of shrinkage on an organisation to include</b></p> <ul style="list-style-type: none"> <li>• An essay on procedures aimed at reducing shrinkage, the causes of shrinkage and the impact of shrinkage on an organisation.</li> </ul>	10	
<p><b>Evidence of knowledge of key principles and process in relation to stocktaking to include</b></p> <ul style="list-style-type: none"> <li>• A flowchart on a stock taking process with documented explanations for each part of the process outlined on the chart.</li> </ul>	10	

<b>Total Mark</b>	70	
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This is to state that the evidence presented in the attached portfolio is complete and is the work of the named learner.

Assessor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

External Authenticator's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

<b>Stock Control 4N1184</b>	<b>Learner Marking Sheet Skills Demonstration 30%</b>
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Learner's Name: \_\_\_\_\_

Learner's PPSN: \_\_\_\_\_

<b>Assessment Criteria</b>	<b>Maximum Mark</b>	<b>Learner Mark</b>
<p><b>Product Ordering, Receiving and Storage</b></p> <ul style="list-style-type: none"> <li>• Creation of purchase orders</li> <li>• Goods in procedure</li> <li>• Completing goods in paperwork</li> <li>• Recording of discrepancies and company policy</li> <li>• Timetabling of suppliers for deliveries</li> <li>• Staffing required for delivery acceptance</li> <li>• Processing of goods in to include locating goods in relevant warehouse area</li> <li>• Disposal of packaging</li> <li>• Prevention of blocking of fire exits through back door deliveries</li> <li>• Prevention of theft of stock during delivery process</li> <li>• Implementing appropriate Security measures</li> </ul>	15	
<p><b>Product Display</b></p> <ul style="list-style-type: none"> <li>• <b>Creation of store display adhering to the following criteria where relevant</b> <ul style="list-style-type: none"> <li>• Merchandising to enhance visual appeal</li> <li>• Shelf capacity and safety best practise</li> <li>• Reasonable amounts of stock in an area</li> <li>• Avoiding overfilling shelves or display areas</li> <li>• Safe packing and display formats.</li> <li>• Placing stock with shorter shelf life to the front</li> <li>• Placing stock with longer shelf life to the rear</li> <li>• Identifying good selling areas in a store</li> <li>• Placing end of line stock in high turnover areas</li> <li>• Moving stock to refresh selling displays</li> </ul> </li> </ul>	15	
<b>Total Mark</b>	<b>30</b>	

This is to state that the evidence presented in the attached portfolio is complete and is the work of the named learner.

Assessor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

External Authenticator's Signature: \_\_\_\_\_

Date: \_\_\_\_\_