



Qualification Specification

ProQual Level 2 NVQ Diploma in Hire and Rental Operations

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This qualification is part of ProQual's broad offer of qualifications in the construction Sector.

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Introduction

The ProQual Level 2 NVQ Diploma in Hire and Rental Operations provides a nationally recognised qualification for those currently working in, or who want to work in the Hire and Rental sector. It covers the safe and secure operations involved in the professional running of a hire and rental centre, including promotions, bookings, logistics, hiring, payment and account control and customer service.

The aims of this qualification are:

- To allow those working or aspiring to work in the hire and rental sector to develop and demonstrate their knowledge and skills.
- To provide a route for career progression for those working in the hire and rental sector.

The qualification contains practical units that would be suitable for those already working in the sector, and would be suitable for training, CPD or other professional development.

The awarding body for this qualification is ProQual AB. This qualification has been approved for delivery in England. The regulatory body for this qualification is Ofqual, and this qualification has been accredited onto the Regulated Qualification Framework (RQF) and has been published in Ofqual's Register of Qualifications.

Qualification Profile

Qualification Title:	ProQual Level 2 NVQ Diploma in Hire and Rental Operations
Qualification Number:	610/6798/2
Level:	2
Total Qualification Time (TQT):	480
Guided Learning Hours (GLH):	180
Assessment:	Pass / Fail
	Internally assessed and verified by centre staff
	External quality assured by ProQual Verifiers
Qualification Start Date:	01/01/2026
Qualification Review Date:	01/01/2029

Learner Profile

There are no formal academic entry requirements for this qualification. Centres should carry out their own assessment to establish candidate's existing knowledge and skills to develop the assessment plan.

Candidates must be aged **at least 16 years old** on the day that they are registered for this qualification. Centres are reminded that no assessment activity may take place until a candidate has been registered.

Qualification Structure

This qualification consists of **5 mandatory and 6 optional units**. Candidates must complete all mandatory units and a minimum of 3 optional units to complete this qualification.

Unit Number	Unit Title	Level	TQT	GLH
Mandatory Units – Candidates must complete all units in this group.				
R/651/8717	Help To Maintain Health and Safety in a Hire and Rental Environment	2	30	11
T/651/8718	Arrange for the Delivery and Collection of Goods or Equipment to Customers	2	140	52
Y/651/8719	Hire Goods, Equipment, Vehicles or Services to Customers Using Electronic Methods	2	130	48
F/651/8720	Give Customers a Positive Impression of Yourself and Your Organisation	2	50	18
H/651/8721	Help Retail Customers Resolve Complaints	2	30	11

Unit Number	Unit Title	Level	TQT	GLH
Optional Units – Candidates must complete at least 3 units in this group.				
J/651/8722	Display Stock to Promote Sales to Customers in a Hire and Rental Environment	2	34	13
K/651/8723	Negotiate Rates for the Hire of Goods, Equipment or Services	2	120	45
L/651/8724	Process Hire and Rental Payments	2	33	13
M/651/8725	Hire And Rental Credit Control	2	60	23
R/651/8726	Order Goods, Equipment or Services to Meet Customer Requirements	2	34	13
Y/651/8728	Help Keep the Hire and Rental Unit Secure	2	33	13

Centre Requirements

Centres must be approved to deliver this qualification. If your centre is not approved to deliver this qualification, please complete and submit the **ProQual Additional Qualification Approval Form**.

Materials produced by centres to support candidates should:

- Enable them to track their achievements as they progress through the learning outcomes and assessment criteria.
- Provide information on where ProQual's policies and procedures can be viewed.
- Provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence.

Centres must have the appropriate equipment to enable candidates to carry out the practical requirements of this qualification.

Certification

Candidates who achieve the requirements for this qualification will be awarded:

- A certificate listing all units achieved, and
- A certificate giving the full qualification title:

ProQual Level 2 NVQ Diploma in Hire and Rental Operations

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the qualification. All certificates will be issued to the centre for successful candidates.

Unit certificates

If a candidate does not achieve all the units required for a qualification, the centre may claim a unit certificate for the candidate which will list all the units achieved.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement.

Assessment Requirements

Each candidate is required to produce a portfolio of evidence which demonstrates their achievement for all the learning outcomes and assessment criteria for each unit.

Evidence can include:

- Observation report by assessor.
- Assignments/projects/reports.
- Professional discussion.
- Witness testimony.
- Candidate product.
- Worksheets.
- Record of oral and written questioning.
- Recognition of Prior Learning.

Candidates must demonstrate the level of competence described in the units. Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

Centre staff assessing this qualification must be **occupationally competent** and qualified to make assessment decisions. Assessors who are suitably qualified may hold a qualification such as, but not limited to:

- ProQual Level 3 Certificate in Teaching, Training and Assessment.
- ProQual Level 3 Award in Education and Training.
- ProQual Level 3 Award in Assessing Competence in the Work Environment.

Candidate portfolios must be internally verified by centre staff who are **occupationally knowledgeable** and qualified to make quality assurance decisions. Internal verifiers who are suitably qualified may hold a qualification such as:

- ProQual Level 4 Award in the Internal QA of Assessment Processes and Practice.
- ProQual Level 4 Certificate in Leading the Internal QA of Assessment Processes and Practice.

The term **Occupationally competent** means possessing the relevant knowledge, skills and understanding to be capable of carrying out the full requirements contained within a unit.

Enquiries, Appeals and Adjustments

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Units – Learning Outcomes and Assessment Criteria

Title:		Help to Maintain Health and Safety in a Hire and Rental Environment		Level:	2
Unit Number:	R/651/8717	TQT:	30	GLH:	11
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand legislative and organisational requirements and procedures.	1.1	Identify company procedures and legal requirements for dealing with accidents and emergencies.		
		1.2	Explain legal and company requirements for reporting accidents and emergencies.		
		1.3	Describe company procedures for evacuation, including: <ul style="list-style-type: none"> how the alarm is raised. where the emergency exits are. where the assembly points are. 		
		1.4	Identify the health and safety requirements for your company and the law in relation to a hire and rental environment.		
		1.5	Describe your role requirements for dealing with health and safety risks, including: <ul style="list-style-type: none"> the limits of your responsibility the importance of not taking on unauthorised responsibility. 		
		1.6	Identify the procedures for dealing with health and safety risks.		
		1.7	Identify who to report health and safety risks to in the workplace.		

2	Understand how to deal with accidents and emergencies in a hire and rental environment.	2.1	Describe how to follow company procedures and legal requirements when dealing with accidents and emergencies.
		2.2	Identify how to speak and behave during an emergency to help promote safety in a working environment.
		2.3	Describe the process of reporting accidents and emergencies, including: <ul style="list-style-type: none"> • The need to report promptly. • The importance of accurate details. • Knowing the right person to report to. • How good reporting promotes Health and safety in the workplace.
		2.4	Describe how to follow company procedures for when an evacuation procedure has been started.
3	Understand how to reduce risks to health and safety in a hire and rental environment.	3.1	Describe how following the health and safety requirements of your company can contribute to an effective and safe environment in the workplace.
		3.2	Describe the safe use of equipment and materials in line with the manufacturer's instructions and what can happen if safety measures are not applied.
		3.3	Describe how to manage risks in the hire and rental environment by: <ul style="list-style-type: none"> • identifying the risks you are authorised to deal with. • taking the approved action to handle the situation. • demonstrate understanding of reporting procedures. • identifying when risks are not in your authority to deal with and reporting them promptly to the right person in the organisation.

Additional Assessment Information

All Learning Outcomes are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Title:		Arrange for the Delivery and Collection of Goods or Equipment to Customers		Level:	2
Unit Number:		T/651/8718	TQT:	140	GLH: 52
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand how to arrange goods or equipment to be available in time for delivery and collection.	1.1	Specify the information you need to be able to arrange delivery and collection effectively.		
		1.2	Identify who to ask for further information if delivery and collection requirements are unclear.		
		1.3	Identify who can make different types of delivery and collection.		
		1.4	Describe how much lead-time is required for different types of deliveries and collections.		
		1.5	Identify any company restrictions that apply to the delivery and collection of goods or equipment.		
		1.6	Describe how to contact and make arrangements with delivery and collection operatives		
2	Understand how to prepare delivery and collection documentation.	2.1	Describe how to prepare clear, accurate and complete written information for loading, delivering and collecting goods or equipment.		
		2.2	Identify the process for completing delivery notes and receipt documentation		
		2.3	Identify delivery and collection records that need to be kept, how to store records and who needs to have access to them.		

3	Arrange for goods or equipment to be available in time for delivery.	3.1	Obtain the information to arrange effective deliveries and collections, asking colleagues for further details if delivery requirements are unclear.
		3.2	Identify suitable carriers and lead times for deliveries and collections.
		3.3	Contact carriers for deliveries and collections to be made to a set timescale, clearly and accurately confirming arrangements with the carrier.
		3.4	Discuss with line management when deliveries or collections will not be made on time.
4	Prepare delivery and collection information and documentation.	4.1	Pass on clear, accurate and complete information to those who will load, deliver and return the goods or equipment to enable them to do so correctly and efficiently.
		4.3	Store delivery and collection documentation so that it can be readily accessed by those who need to refer to it.

Additional Assessment Information

Learning Outcomes 1 and 2 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcomes 3 and 4 are **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.

Title:		Hire Goods, Equipment, Vehicles or Services to Customers Using Electronic Methods		Level:	2
Unit Number:		Y/651/8719	TQT:	130	GLH: 48
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand the requirements for professional communications.	1.1	Explain how to use the electronic communications equipment available in your organisation.		
		1.2	Discuss your organisation's protocols for answering telephones and responding to electronic communications.		
2	Understand the principles of customer relations.	2.1	Describe how to greet customers who call including regulars and people who call for the first time.		
		2.2	Describe how to make customers feel valued when dealing with you and your organisation.		
		2.3	Identify how to maintain professionalism when faced with customers who cause difficulties.		
		2.4	Explain how to listen effectively and show the customer you understand their hire needs.		
		2.5	List the type of questioning that will help find out what customers hire needs are.		
		2.6	Describe how to help the customer clarify their hire needs when they are vague or unsure.		
		2.7	Evaluate the consequences of not finding out the customer's correct hire needs.		

3	Understand how to support a customer with a sales enquiry.	3.1	Describe how to identify the products that match the hire needs that you have agreed with the customer.
		3.2	Discuss how to offer similar products, or a higher-grade product, if the identified product is not available.
		3.3	Discuss how to recognise opportunities to promote add-on sales and products that are on promotion, discounted or of a higher grade.
		3.4	Describe how to access and supply information that the customer may require.
		3.5	Explain how to explain the features and benefits of products and services to customers.
4	Understand how to resolve customer related problems in a sales scenario.	4.1	Explain how to respond to problems and objections the customer may have.
		4.2	Discuss how to overcome objections in a way that promotes business and maintains goodwill.
		4.3	Describe how to recognise buying signals and confirm hire transactions.
		4.4	Evaluate the value to your organisation of promoting add on sales such as consumables.
		4.5	Describe the importance of checking the customer's satisfaction with the transaction.
5	Establish customer relations and find out the customer's hire needs.	5.1	Respond to electronic communications whilst following company protocols for contact with customers.
		5.2	Greet customers via the telephone in a manner that promotes goodwill.
		5.3	Deal with problematic customers in a positive and professional manner.
		5.4	Ask appropriate questions to find out the customer's hire needs.
		5.5	Listen effectively to the customer and clarify their hire needs with them.

6	Match products and services to the customer's needs.	6.1	Ensure that the customer meets the requirements of the hire and rental policy prior to a hire transaction.
		6.2	Identify the products that match the customer's needs and confirm their availability.
		6.3	Offer alternative products to the customer when their preferred choice is unavailable.
		6.4	Provide available product information to the customer where relevant.
		6.5	Take opportunities to promote add on sales, products on promotion, discounted products or products of a higher value.
7	Overcome objections, answer queries and close hire transactions in a sales environment.	7.1	Provide a clear rationale to respond to the customer's objections in a manner that balances the needs of the customer and the need to make hire transactions.
		7.2	Access relevant information that will provide answers to the customer's queries.
		7.3	Recognise buying signals and act upon them to close sales.
		7.4	Explain any safety issues that may need to be considered before goods can be hired to the customer.
		7.5	Refer queries or objections to someone with greater knowledge or authority to deal with them, when necessary.
		7.6	Confirm sales with customers and check that they are satisfied with the product.
8	Complete contract documentation.	8.1	Complete the necessary paperwork correctly for the hire of goods or services.
		8.2	Obtain the necessary signatures and verification for contracts to be put in place.
		8.3	Check that the paperwork is complete and accurate.
		8.4	Complete any additional customer checks or authorisations required by the organisation.

8	<i>Continued</i>	8.5	Confirm that the customer is fully aware of all contractual obligations and conditions.
		8.6	Ensure that all legal and statutory requirements for contracts are fulfilled.
		8.7	Refer difficulties with contract documentation to the relevant person, where you do not have the authority to resolve them yourself.

Additional Assessment Information

Learning Outcomes 1, 2, 3 and 4 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcomes 5, 6, 7 and 8 are **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
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Title:		Give Customers a Positive Impression of Yourself and Your Organisation		Level:	2
Unit Number:		F/651/8720	TQT:	50	GLH: 18
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand effective customer service and communication.	1.1	Discuss how to communicate in a clear, polite, confident way and why this is important.		
		1.2	Describe how to recognise when a customer is angry and or confused.		
		1.3	Identify what your customers' rights are and how these rights determine what you can do for your customer.		
		1.4	Identify your organisation's guidelines for recognising customers' needs and expectations and responding positively to them.		
		1.5	Evaluate the rules and procedures regarding the methods of communication you use.		
2	Understand the organisational and legislative rights and responsibilities related to hire and rental services.	2.1	Describe the health and safety requirements for the hire and rental operations.		
		2.2	Describe the data protection responsibilities for a hire and rental service.		
		2.3	Identify the legislation relating to equal opportunities and disability discrimination.		
		2.4	Identify legislation and regulations that affect the way the products or services you deal with can be delivered to your customers.		
		2.5	Identify industry, organisational and professional codes of practice that affect the way the products or services you deal with can be delivered to your customers.		
		2.6	Describe any contractual agreements that your customers have with your organisation.		

2	<i>Continued</i>	2.7	List the products or services of your organisation relevant to your customer service role.
3	Understand the roles and responsibilities of your role in the organisation.	3.1	Identify the guidelines laid down by your organisation for your job role, the limits of your authority and when you need to seek agreement with or permission from others.
		3.2	Describe your job responsibilities, your role in meeting them and the implications for your organisation if those responsibilities are not met.
		3.3	Identify your organisation's standards for appearance and behaviour.
4	Provide effective customer service.	4.1	Meet your organisation's standards for appearance and behaviour.
		4.2	Greet your customers in a way which is appropriate to their needs.
		4.3	Communicate with your customers in a way which makes them feel valued and respected.
		4.4	Identify and confirm the needs and expectations of your customers.
		4.5	Treat your customers courteously and helpfully even when you are working under pressure.
		4.6	Maintain communication with your customers to ensure that they are kept informed and reassured.
		4.7	Adapt your behaviour to respond effectively to different customer behaviour.
5	Respond appropriately to customers in line with organisation requirements.	5.1	Demonstrate your ability to respond to customers who need attention.
		5.2	Select appropriate ways to communicate with customers to suit their individual needs.
		5.3	Respond promptly and positively to customers' questions and comments.
		5.4	Allow your customers time to consider your response and give further explanation when appropriate.
		5.5	Check with your customers that you have fully understood their needs and expectations.

5	Continued	5.6	Demonstrate your ability to quickly locate information that will help a customer enquiry.
		5.7	Give your customers the information they need about the products and services offered by your organisation.
		5.8	Recognise information that your customers might find complicated and check whether they fully understand.
		5.9	Explain clearly to your customers any reasons why their needs or expectations cannot be met.

Additional Assessment Information

Learning Outcomes 1, 2 and 3 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcomes 4 and 5 are **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

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Title:		Help Retail Customers Resolve Complaints		Level:	2
Unit Number:	H/651/8721	TQT:	30	GLH:	11
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Demonstrate an understanding of customer service and complaint resolution.	1.1	Identify the legislation for customer complaints in your workplace.		
		1.2	Identify why it is important to acknowledge customers and their complaints, helping customers resolve issues where possible.		
		1.3	Describe what your level of responsibility is for sorting out complaints and who to refer complaints to when they exceed your level of responsibility following your workplace procedures.		
		1.4	Identify workplace procedures for assessing complaints and returns and what action to take to manage dissatisfied customers.		
		1.5	Describe the importance to keep customers' loyalty and confidence when dealing with complaints following your workplace procedures.		
2	Help retail customers resolve complaints.	2.1	Identify the nature of the complaint from information obtained from customers following your workplace procedures.		
		2.2	Acknowledge customers and their complaints clearly and accurately following your workplace procedures.		
		2.3	Follow your workplace procedures to help customers resolve their complaints where possible.		
		2.5	Follow your workplace procedures to refer complaints to the correct person if you are unable to deal with them and explain the referral procedure clearly to customers.		

Additional Assessment Information

Learning Outcome 1 is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcome 2 is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement; as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.

Title:		Display Stock to Promote Sales to Customers in a Hire and Rental Environment		Level:	2
Unit Number:		J/651/8722	TQT:	34	GLH: 13
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand the requirements for preparing displays.	1.1	Describe the need to display stock clearly, with adequate spacing, positioning of the display and dates.		
		1.2	Discuss who to ask for advice and help in solving problems with display plans.		
		1.3	Identify what you need for a display from plans and sketches.		
		1.4	Describe how to check whether displays will cause an obstruction.		
2	Understand the process of set up and dismantling of displays.	2.1	Discuss the value of displays and promoting new products.		
		2.2	Describe how placing products in specific places attracts attention and promotes sales.		
		2.3	Explain how to use space effectively when displaying products.		
		2.4	Describe why you must check for possible dangers to health and safety when setting up and dismantling displays.		
		2.5	Describe how to safely check that the equipment you need to use is in working order and address any issues.		
		2.6	Describe why cleaning and storage of display materials and equipment is important.		
		2.7	Describe the importance of clearing display environments and getting rid of waste safely.		

3	Understand the display labelling requirements.	3.1	Describe how proper labelling promotes sales.
		3.2	Identify the legal requirements for the effective labelling of stock for hire and rental
		3.3	Describe the importance of checking that labels are clear and accurate.
		3.4	Identify who to tell when label information needs changing.
		3.5	Describe how to use labelling materials and equipment efficiently and effectively.
4	Prepare display areas and materials.	4.1	Identify what you need for a display in terms of stock, space, position of the display and dates.
		4.2	Identify who to report to when you encounter problems in setting up a display.
		4.3	Gather the materials, equipment and stock you need for the display and check that they are clean, safe and in good working order.
		4.4	Follow company procedures for clearing, cleaning and preparing the display area before use.
5	Set up and dismantle displays.	5.1	Set up and dismantle the display safely, in line with plans and within the time allowed.
		5.2	Check that the display is clean, tidy and safe for use once you have set it up.
		5.3	Check that the display has the levels of stock you need.
		5.4	Clean and store equipment and excess materials and get rid of waste safely, correctly and promptly.
		5.5	Disturb other people as little as possible while setting up and dismantling displays.
6	Label displays of hire and rental stock.	6.1	Check the requirements for labelling stock.
		6.2	Check that the information on the label is clear, accurate and legal before starting to label stock.
		6.3	Report promptly and to the right person any information on labels that may need changing.

6	<i>Continued</i>	6.4	Attach the right labels to the right products.
		6.5	Position labels so that they are securely fastened and so that customers can clearly see them.
		6.6	Complete labelling within the time allowed.

Additional Assessment Information

Learning Outcomes 1, 2 and 3 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcomes 4, 5 and 6 are **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

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Title:		Negotiate Rates for the Hire of Goods, Equipment or Services		Level:	2
Unit Number:	K/651/8723	TQT:	120	GLH:	45
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Plan and prepare for negotiations with customers.	1.1	Describe how to recognise when negotiation begins.		
		1.2	Describe how to prepare and set objectives for negotiations.		
		1.3	Describe how to prepare written and verbal proposals to customers.		
		1.4	Describe the key variables that can be negotiated, including: <ul style="list-style-type: none"> the range of goods and services price, delivery, quantity payment terms, after sales service, 		
2	Plan negotiations and agree terms with customers.	2.1	Describe how to conduct negotiations in ways that are likely to create and maintain goodwill.		
		2.2	Describe how to modify proposals during negotiation.		
		2.3	Identify how to create 'win-win' situations during negotiations.		
		2.4	Describe how to tackle objections and queries.		
		2.5	Identify issues with sales proposals and the solutions to resolve.		
		2.6	Describe the limits of your responsibility when negotiating deals.		

2	<i>Continued</i>	2.7	Describe how far you can modify key variables within your remit of responsibility during negotiation.
		2.8	Describe organisational, legal and regulatory requirements for proposals.
		2.9	Identify who can resolve issues outside your own level of responsibility.
3	Negotiate agreements with customers.	3.1	Accurately recognise the starting point for negotiation.
		3.2	Clarify with the customer that your understanding of their hire needs is correct.
		3.3	Identify relevant goods or services to formulate hire proposals.
		3.4	Check the availability of goods or services prior to making proposals.
		3.5	Identify the amount you can adjust key variables when formulating proposals to customers.
		3.6	Prepare and define clear objectives for negotiations with customers.
		3.7	Assess the customer's likely attitude during negotiation and identify negotiable or non-negotiable aspects of their requirements.
4	Agree terms with customers.	4.1	Make proposals to customers that create a 'win-win' situation, balancing the need to make profit whilst gaining the confidence and goodwill of the customer.
		4.2	Make the offer more attractive to the customer within the limits for key variables.
		4.3	Resolve any outstanding issues with the customer before closing negotiations.
		4.4	Agree terms and conditions for the hire of goods once negotiation has been completed.
		4.5	Conduct negotiations in a manner that maintains goodwill and improves the working relationship with the customer.

4	<i>Continued</i>	4.6	Refer any matters relating to negotiations with customers to a relevant authority where necessary.
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Additional Assessment Information

Learning Outcomes 1 and 2 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcomes 3 and 4 are **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
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- Expert witness testimony.
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Title:		Process Hire and Rental Payments		Level:	2
Unit Number:		L/651/8724	TQT:	33	GLH: 13
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand the organisation requirements and procedures for processing hire and rental payments.	1.1	Identify the organisation procedures for working out hire and rental charges.		
		1.2	Describe the procedures for authorising non-cash transactions.		
		1.3	Describe company procedures for taking payments.		
		1.4	Identify the company procedures for dealing with suspected fraud.		
2	Prepare hire and rental charges.	2.1	Identify where to find information and advice on hire and rental charges.		
		2.2	Describe how to identify and check hire and rental charges.		
		2.3	Describe how to identify any current discounts and special offers.		
3	Understand payment procedures and security.	2.4	Identify common methods of working out charges, including point-of-sale technology, electronic calculators and longhand.		
		3.1	Describe how to keep cash and other payments secure.		
		3.2	Describe the types of payment that you are authorised to receive.		
		3.3	Describe how to check for and identify counterfeit payments.		

3	Continued	3.4	Describe how to check for stolen cheques, credit cards, charge cards or debit cards.
		3.5	Describe how to deal with customers offering suspect payments.
4	Calculate hire and rental charges.	4.1	Identify the hire and rental charges for the transaction agreed with the customer.
		4.2	Resolve any charging problems by referring to hire and rental charging information.
		4.3	Seek advice from the right person when you cannot resolve pricing problems yourself.
		4.4	Work out the amount the customer should pay, including discounts and special offers where applicable.
5	Provide service at the point of hire.	5.1	Conduct an sales payment, checking for accurate payment details from the customer
		5.2	Process acceptable payments in line with company procedures.
		5.3	Deal with customers professionally when payments cannot be approved.
		5.4	Record accurate payments, storing them securely and protect them from theft
		5.5	Offer additional services to the customer where these are available.
		5.6	Treat customers politely throughout the payment process.
		5.7	Balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help.

Additional Assessment Information

Learning Outcomes 1, 2 and 3 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcome 4 and 5 are **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

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Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

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Title:		Hire And Rental Credit Control		Level:	2
Unit Number:	M/651/8725	TQT:	60	GLH:	23
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand the legislative and organisational procedures and requirements for credit control.	1.1	Describe company guidelines for setting customer hire and rental credit limits.		
		1.2	Describe the company guidelines for managing customers who go over their credit limits.		
		1.3	Describe the legal rights and obligations of customers and hire and rental companies in relation to credit.		
		1.4	Describe company policies for crediting the cost of returned goods on hire or rental to customer accounts.		
		1.5	Describe the procedures carried out by the automated billing system.		
		1.6	Describe what counts as legal tender in your country.		
		1.7	Describe company procedures for storing cash and cash equivalents securely.		
		1.8	Identify who to approach for advice and help in sorting out problems that you cannot sort out or that are beyond your responsibility and control.		
2	Understand the process for managing customer credit.	2.1	Understand the risks to the company of offering credit to customers.		
		2.2	Describe how to see if a customer is suitable for credit.		
		2.3	Describe how to check customer accounts effectively, including: <ul style="list-style-type: none"> how to identify overdue payments customers who have gone over their credit limits. 		

3	Understand how to process payments.	3.1	Describe the steps taken in payment processing.
		3.2	Describe how to process cash and non-cash payments.
		3.3	Evaluate how to spot counterfeit payments.
4	Understand the process for account reconciliation.	4.1	Describe why accurate financial checks are needed.
		4.2	Understand the process for reconciling customer hire and rental accounts accurately.
		4.3	List the types of problem that you are responsible for sorting out and how to identify and sort them out.
5	Process customer hire and rental credit.	5.1	Follow company guidelines for setting customer credit limits, ensuring the legal rights and obligations of customers and the company are in place.
		5.2	Check customer accounts accurately and at suitable intervals to check that payments are up to date.
		5.3	Promptly investigate reasons for missed payments and accurately record your findings.
		5.4	Identify customers who go over their credit limits and report your findings promptly to the right person in line with company guidelines.
		5.5	Act promptly and within company guidelines to deal with customers who go over their credit limits.
		5.6	Report to the right person the results of the action you take to deal with customers who go over their credit limits.
6	Process payments made to customer accounts.	6.1	Check that payments from customers are valid, legal tender and accurate.
		6.2	Record payments from customers promptly and accurately.
		6.3	Record clearly and accurately the reasons why payments are overdue.

		6.4	Identify problems accurately and sort them out promptly.
		6.5	Tell the right person promptly about any problems that you cannot sort out.
		6.6	Store collected payments securely and in line with company procedures.
7	Reconcile customer hire and rental accounts.	7.1	Check that charges made to customer accounts are correct.
		7.2	Check that credits made to customer accounts are correct in line with the returned goods policies.
		7.3	Identify and sort out problems with customer accounts.
		7.4	Tell the right person about problems with customer accounts that you cannot sort out or that are beyond your responsibility and control.

Additional Assessment Information

Learning Outcomes 1, 2, 3 and 4 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Learning Outcome 5, 6 and 7 are **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

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Title:		Order Goods, Equipment or Services to Meet Customer Requirements		Level:	2
Unit Number:	R/651/8726	TQT:	34	GLH:	13
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand how to raise requisitions for goods and services.	1.1	Identify all the information you need to be able to raise a requisition.		
		1.2	Describe how to raise and send a requisition.		
		1.3	Describe applying lead time to deliveries for different goods and services.		
2	Understand checking the progress of requisitions.	2.1	Describe how and when to access information about the dates on which deliveries are due.		
		2.2	Describe how to check with suppliers concerning the progress of deliveries.		
		2.3	Identify the checks you need to make when deliveries arrive.		
		2.4	Describe how to match deliveries to requisitions and record deliveries.		
3	Understand how to keep records of lost hires.	3.1	Describe situations where hires can be lost because the required goods or services are not available.		
		3.2	Describe how to keep clear, accurate and readily accessible records of lost hires.		
4	Raise requisitions for goods and services.	4.1	Raise a requisition with all the relevant information and details required.		
		4.2	Ask colleagues for more details concerning unclear and unusual requests for goods or services.		

4	<i>Continued</i>	4.3	Raise requisitions that are accurate, clear and in the format your organisation requires.
		4.4	Allow enough lead time between placing a requisition and the date the goods will be needed.
		4.5	Keep complete, clear and readily accessible requisition records including a note of when delivery is due.
5	Check on the progress of requisitions.	5.1	Check whether deliveries are arriving on time and promptly contacting the supplier concerning late deliveries.
		5.2	Match deliveries to requisitions and record the relevant delivery information accurately, clearly and fully.
		5.3	Check deliveries against requisitions, identify any unsatisfactory deliveries and promptly report the relevant details to your line manager.
6	Keep accurate records of lost hires.	6.1	Keep clear, accurate and readily accessible records of where hires have been lost because the required goods or services were not available.

Additional Assessment Information

Learning Outcomes 1, 2 and 3 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

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Title:		Help Keep the Hire and Rental Unit Secure		Level:	2
Unit Number:	Y/651/8728	TQT:	33	GLH:	13
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand workplace requirements and procedures for keeping a rental unit secure.	1.1	Describe how much authority and responsibility you have to deal with security risks, including your legal rights and duties.		
		1.2	Identify workplace policies and procedures for:- <ul style="list-style-type: none"> maintaining security while you work dealing with security risks in your workplace. 		
		1.3	Describe policies and procedures for making sure that security is maintained when you go on your breaks and when you finish work.		
2	Identify security risks and how to deal with them.	2.1	Describe the types of security risk that can arise in your workplace.		
		2.2	Identify who to report security risks to and how to contact them.		
		2.3	Describe approved procedures and techniques for protecting your personal safety when security risks arise.		
3	Help to keep the hire and rental environment secure.	3.1	Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of your responsibility and authority to do so.		
		3.2	Follow company policy and legal requirements when dealing with security risks.		

3	<i>Continued</i>	3.3	Recognise when security risks are beyond your authority and responsibility to sort out and report these risks promptly to the right person.
		3.4	Use approved procedures and techniques for protecting your personal safety when security risks arise.
		3.5	Follow company policies and procedures for maintaining security while you work.
		3.6	Follow company policies and procedures for making sure that security will be maintained when you go on your breaks and when you finish work.

Additional Assessment Information

Learning Outcomes 1 and 2 are **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

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Appendix One – Command Verb Definitions

The table below explains what is expected from each **command verb** used in an assessment objective. Not all verbs are used in this specification

Apply	Use existing knowledge or skills in a new or different context.
Analyse	Break a larger subject into smaller parts, examine them in detail and show how these parts are related to each other. This may be supported by reference to current research or theories.
Classify	Organise information according to specific criteria.
Compare	Examine subjects in detail, giving the similarities and differences.
Critically Compare	As with compare, but extended to include pros and cons of the subject. There may or may not be a conclusion or recommendation as appropriate.
Describe	Provide detailed, factual information about a subject.
Discuss	Give a detailed account of a subject, including a range of contrasting views and opinions.
Explain	As with describe, but extended to include causation and reasoning.
Identify	Select or ascertain appropriate information and details from a broader range of information or data.
Interpret	Use information or data to clarify or explain something.
Produce	Make or create something.
State	Give short, factual information about something.
Specify	State a fact or requirement clearly and in precise detail.



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