

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Process Orders for Customers in Explosive Substances and Articles Operations

Unit Reference Number: H/650/2656

Level: Two (2)

Credit Value: Three (3)

Minimum Guided Learning Hours: 10

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand how to prepare for the processing of orders for customers in Explosive Substances and Articles (ESA) operations	1.1 Explain the relevant organisational policies and procedures for processing orders for external customers in ESA operations, that relate to: <ul style="list-style-type: none"> a) Health, safety and security b) Personal Protective Equipment c) Environmental factors d) Special requirements e) Stock control and ordering systems f) The importance of confidentiality
	1.2 Describe different types of customers
	1.3 Explain the information required for processing customer orders
	1.4 Identify problems that can occur when processing orders for customers
	1.5 Explain appropriate action when dealing with identified problems
2. Be able to process orders for customers in ESA operations	2.1 Obtain information to process orders for customers
	2.2 Provide customers with the correct delivery information
	2.3 Pass on orders and invoicing information to the appropriate people

2.4	Deal with enquiries relating to the processing of orders
2.5	Communicate effectively with different types of customers
2.6	Store customers' details securely and in accordance with organisational policies and procedures

ESA NOS Number	Title
ESA 7.8	Despatch explosive substances and/or articles