
CIPS Exam Report for Learner Community:

Qualification:	Certificate in procurement and supply operations
Exam series:	November 2018

General guidance on how to approach multiple choice questions:

- Candidates should read the exam instructions very carefully and familiarise themselves with the structure of multiple choice examinations in advance of the exam so they know what to expect.
- CIPS provide a guide for candidates which gives guidance and tips when preparing for multiple choice assessments, this is an extremely useful tool and CIPS strongly recommend that all candidates use this guide when preparing for multiple choice examinations. (Available for download for the CIPS website).
- Candidates are advised to use the multiple choice exemplars available on the CIPS website to practice for examinations www.cips.org/learn/student-zone/
- Candidates are advised to recheck their answers on completion of the exam paper to identify any potential mistakes when marking down answers.

November 2018 - Certificate in procurement and supply operations

Unit Code	Unit Title	Total Sat Nov 18	Pass Rate
NC1	Procurement and supply principles	1075	87%
NC2	Procurement and supply functions	1070	87%
NC3	Procurement and supply processes	1087	76%
NC4	Procurement and supply administration	1202	84%
NC5	Procurement and supply stakeholders	1165	83%

NC1 – Procurement and supply principles

Overview of unit

The overall aim of this unit is to enable candidates to describe fundamental principles of procurement, supply and supply chains.

Following an in-depth review of all learning outcomes associated with this unit, it was identified there was a notable lack of knowledge in relation to the following syllabus areas.

Specific areas for improvement are:

LO1

1.2 Describe the roles of procurement and supply in organisations

LO2

2.1 Describe the delivery of products and services that organisations make to customers

2.2 Describe the delivery of products and services made by external suppliers

LO3

3.1 Describe the main stages of a sourcing process

LO4

4.1 Explain the main components of a supply chain

NC2 – Procurement and supply functions

Overview of unit

This unit aims to enable candidates to identify:

- The main types of organisations.
- The main elements of a procurement and supply function.
- The main market factors and their impact on the procurement and supply function.

Following an in-depth review of all learning outcomes associated with this unit, there appeared to be a notable lack of knowledge in relation to the following syllabus areas.

Specific areas for improvement are:

LO1

1.3 Identify the main operating functions within organisations

LO2

2.3 Define the main procedures that can be created by a procurement and supply function

LO3

3.2 Describe the impact of demand and supply on markets

3.3 Describe how market factors impact on the procurement and supply activities of an organisation

NC3 – Procurement and supply processes

Overview of unit

This unit aims to enable candidate to identify:

- The fundamentals of the contract formation process.
- The use of systems in procurement and supply.
- The sources of information about potential suppliers.

Following an in-depth review of achievement by learning outcome, it was identified that there were potential performance issues in relation to the following learning outcomes.

Specific areas for improvement are:

LO1

1.1 Describe the main types of contracts

LO2

2.1 Describe the use of the Internet to locate details about suppliers and customers

2.2 Describe the use of credit rating agencies

2.3 Describe the use of intranet, extranet and internet sites to publicise information

LO3

3.1 Describe the use of electronic sourcing systems for supplier selection

3.2 Identify systems used in procurement and supply

NC4 – Procurement & supply administration

Overview of unit

This unit aims to enable candidates to explain:

- How effective administration can ensure that timely deliveries are achieved by suppliers.
- The necessary documentation and administrative processes involved in forming agreements with external suppliers.

A systematic review of achievement for all learning outcomes was completed. There was a lack of knowledge demonstrated across three of the unit learning outcomes.

Areas for improvement are:

LO2

- 2.1 Describe what is meant by direct and indirect supplies
- 2.2 Identify the main costs associated with holding inventories
- 2.3 Describe techniques commonly used for ordering inventories

LO3

- 3.1 Define the processes that should be used when expediting supplies
- 3.2 Describe the importance of effective communication with suppliers and customers to achieve timely deliveries
- 3.3 Describe the use of forecasting to achieve timely delivery of supplies

NC5 – Procurement & supply stakeholders

Overview of unit

This unit aims to enable candidates to:

- Explain how effective relationships can be formed with suppliers, customers and other stakeholders.
- Identify the main principles of quality management.

A systematic review of achievement for all learning outcomes was completed and potential performance issues were identified in relation to the following learning outcomes.

Specific areas for improvement are:

LO2

2.2 Describe approaches to conflict resolution with stakeholders in procurement and supply

2.3 Explain the contribution that effective teamwork can make when dealing with conflict with stakeholders in procurement and supply

LO3

3.2 Identify the costs of quality

3.3 Describe the main techniques associated with quality assurance and quality management

LO4

4.2 Describe the details that should be included within a standard ethical code

4.3 Describe the impact of corporate governance on a procurement and supply function