



Provide Goods and Services

Occupational
Standard Title

MAINTAIN APPROPRIATE STOCK, TOOLS, AND SUPPLIER RELATIONSHIPS

Overview

Equine Fitters must ensure that they consistently have access to the stock, consumables, and tools that they need to provide a high standard of service. Fitters should monitor the rate of use and condition of supplies to place timely orders and maintain good working relationships with suppliers.

You may also refer to:

- INSML003** Develop and maintain your professional connections
- LANCS4** Establish and maintain working relationships with others
- dEFCGS02** Set and communicate fees, prices, and terms of business



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Performance Criteria

You must be able to:

- P01 Evaluate which tools and consumables are needed to provide a complete service
- P02 Recognise and develop criteria for what constitutes good or high-quality supplies
- P03 Recognise and develop criteria for what constitutes good or high-quality service from a supplier
- P04 Maintain an appropriate supply of tools, stock, and consumables
- P05 Follow organisational purchasing procedures if employed or purchasing on behalf of another business
- P06 Secure a supplier account and negotiate fair terms, where appropriate
- P07 Place orders in the manner agreed with the supplier
- P08 Provide clients with updated delivery dates and other appropriate information in a timely manner
- P09 Understand the rights and responsibilities held by your business as a customer
- P10 Give the supplier reasonable opportunity to rectify or put right any omission or fault
- P11 Promptly process and pay bills
- P12 Manage unusable stock by returning, recycling, re-purposing, or disposing of it



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Knowledge and understanding

Evaluate and monitor tool, consumable and stock requirements

You need to know and understand

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| K01 | The tools, consumables, and stock needed to deliver a professional service, as advertised |
| Scope and range | <ul style="list-style-type: none"> • Understand commonly used tools, consumables, and stock items • Develop a plan to forecast changing needs in the future and investment in new or different tools, consumables, and/or stock |
| K02 | Minimum acceptable specifications to meet performance, safety, and other requirements of your business and clients |
| Scope and range | <ul style="list-style-type: none"> • Criteria for materials, design, production, and quality control • Seek information on and from more than one supplier of any one item to enable comparison • Consider ethical and sustainability criteria |
| K03 | The rate of use or demand of individual items, and the rate at which they should be replaced |
| Scope and range | <ul style="list-style-type: none"> • Monitor rate of use and levels of supplies • Monitor condition and suitability of supplies • Place orders in good time • Manage unusable, damaged, or faulty stock <ul style="list-style-type: none"> ◦ Return it ◦ Recycle it ◦ Re-purpose it ◦ Dispose of it safely and correctly |



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K04 Consult with others

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| Scope and range | <ul style="list-style-type: none"> • Where appropriate, with members of your team who share access to tools, consumables, and stock: • Where appropriate, with a line manager or person responsible for managing supplies, administering the business, or financial matters |
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Maintain a good relationship with suppliers

You need to know and understand

K05 Which criteria may be used when selecting a supplier

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| Scope and range | <ul style="list-style-type: none"> • Product quality • Broad range, or specialist supplier • Stock availability • Price • Deals • Minimum order volume or value • Shipping costs • Lead times • Standards of customer service • Payment and other terms • Recommendations of others • Cost / risk / benefit • Ethical and sustainable practices |
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K06 The roles and responsibilities of both parties

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| Scope and range | <ul style="list-style-type: none"> • Supplier responsibilities: <ul style="list-style-type: none"> ◦ To abide by applicable legislation ◦ To not unfairly withhold goods or service ◦ To deliver goods within the terms agreed ◦ To communicate openly and in a timely manner ◦ To offer to put right any issue, or to replace or repair faulty goods • Account holder responsibilities: <ul style="list-style-type: none"> ◦ To abide by applicable legislation ◦ To abide by agreed supplier terms |
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- To give the supplier opportunity to put right any issue, or to replace or repair faulty goods
- Monitor supplier performance and initiate communication immediately there is a problem, or something isn't clear

Demonstrate appropriate business administration skills

You need to know and understand

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| K07 | General skills and attitudes |
| Scope and range | <ul style="list-style-type: none"> ● Attention to detail and able to follow correct procedures in the same way every time ● Analytical mindset to evaluate requirements, terms, performance, and potential issues ● Responsive to supplier or client requests ● Able to weigh up options and make decisions ● Able to communicate politely and objectively ● Sense of responsibility to accept fault and seek to find a remedy satisfactory to all parties ● A consultative approach ● Prepared to negotiate fairly and effectively ● Able to influence others ● A long-term and strategic view of business, equine fitting, and equine welfare |
| K08 | Complete, legible, and secure record keeping |
| Scope and range | <ul style="list-style-type: none"> ● Use applicable software and applications to forecast and track financial matters ● Keep secure payment information ● Ensure client information is kept confidential and secured properly ● Keep records as required by law |



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| Developed by | The Equine Fitters Council Working Group |
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