Unit Title:	**Process returned goods in a retail environment**
OCR unit number:	5
Sector unit number:	B.07
Level:	2
Credit value:	3
Guided learning hours:	18
Unit reference number:	Y/503/5663

Unit purpose and aim

This unit assesses the occupational competence of individuals who process goods returned by customers. The unit is suitable for candidates who work on the shop floor and deal with customers face-to-face, as well as for candidates in behind-the-scenes roles, for example dealing with customers by telephone or e-mail.

Learning Outcomes	**Assessment Criteria**
The Learner will: 1 Know about rights and responsibilities in relation to returned goods	**The Learner can:** 1.1 describe reasons customers might have for returning goods 1.2 describe customers' legal rights to replacements and refunds 1.3 describe the organisation's policy concerning replacements and refunds, including proof of purchase and any charges that apply when the organisation is not at fault 1.4 describe the options available to customers who need to return unwanted goods, including any action customers need to take in connection with each option
2 Understand the importance of stock control systems	2.1 explain the importance of updating stock control systems when returns are made
3 Be able to help retail customers who need to return goods	3.1 ask customers politely why they want to return goods, when it is necessary to ascertain the reason 3.2 apologise if the organisation appears to be at fault 3.3 offer customers replacements and refunds in accordance with legal and organisational requirements 3.4 describe politely to customers any action that will be taken concerning the goods they have returned, including any charges that apply

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Learning Outcomes	Assessment Criteria
4 Be able to process returned goods	4.1 classify returned goods according to their type and condition 4.2 separate unsaleable goods from stock that is to be returned to the sales floor 4.3 label accurately any goods that are to be returned to the supplier or manufacturer 4.4 move returned goods to the correct places ready for despatch, disposal or resale 4.5 communicate accurate and complete information to those responsible for raising a credit note or refunding the payment 4.6 update the stock control system in line with organisational procedures when goods are returned

Assessment

This unit requires workplace assessment of occupational competence. It is internally assessed by centre staff and externally assessed by an OCR External Verifier.

The unit is competence-based. This means that it is linked to the candidate's ability to competently perform a range of tasks associated with their work.

The unit needs to be assessed in line with the relevant Sector Skills Council's (SSC's) Assessment Strategy or Principles. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website (www.skillsmartretail.com).

Assessment conducted by an external/peripatetic assessor must adhere to section 4.2.1 of Skillsmart Retail's '*Retail Qualifications Assessment Principles'*. As such, OCR requires the line manager or the owner/manager to sign and date the bottom of each unit Evidence Record Sheet (ERS) to both confirm their involvement and the candidate's competence. This should be on or prior to the signature and date provided by the assessor.

AC 1.3: If the organisation does not have a written policy, the candidate needs to ask their manager for broad guidelines and follow these where the unit refers to a policy.

ACs 3.1, 3.4: 'Politely' means demonstrating respect and consideration for other people through the use of appropriate body language, verbal language, tone of voice (or the sign language equivalent) and facial expressions.

ACs 2.1, 4.6: In stores where the POS system automatically updates the stock control system, references to updating the stock control system in ACs 2.1 and 4.6 should be interpreted as meaning scanning the returned goods at the POS in such a way that the stock control system is updated.

Evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing programmes of learning.

Guidance on assessment and evidence requirements

OCR provides the following as guidance when assessing the unit:

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AC 1.2: The candidate should know the customer's statutory rights under consumer law including Sale of Goods Act, Consumer Protection from Unfair Trading Practices, Consumer Protection (Distance Selling) Regulations and any other legislation that may affect their particular retail environment, for example: Unfair Contract Terms Act, Consumer Protection Act, Unfair Terms in Consumer Contracts Regulations, Electronic Commerce Regulations, Enterprise Act, General Product Safety Regulations.

AC 1.3: If the organisation does have a written policy, the candidate should be aware of how customers are informed of this (eg receipts, notices at tills). The candidate should also know the difference between law and company policy where retailers offer to replace or refund goods that are not faulty as a goodwill gesture.

AC 3.1: In order to help customers who need to return goods, the candidate should be aware of the difference between a reasonable and an unreasonable request, whilst treating all customers equally and fairly. There may be company procedures to follow, for example standard questions or completion of forms which help to separate reasonable from unreasonable requests.

Where additional guidance has been provided, it is not intended to be exhaustive. Candidates may also use other relevant or appropriate examples.

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference SSR.B209, SSR.B211

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✔	Representing	✔	Use ICT systems	✔
Reading	✔	Analysing	✔	Find and select information	✔
Writing	✔	Interpreting	✔	Develop, present and communicate information	✔

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .