

**Specification of Competency Standards**  
**for the Automotive Industry**  
**Unit of Competency**

Functional Area - Parts Management

Title	Return procedure of purchase
Code	108606L3
Range	This unit of competency is applicable to the practitioners of vehicle sales, parts and accessories, inventory control and management departments for effective handling the demands for goods return based on the established procedure of organisation, so as to safeguard the interests of the organisation and customers.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (The principles of the return of vehicle parts and accessories)</p> <ul style="list-style-type: none"> <li>• Good understanding of the use and characteristics of vehicle parts and accessories.</li> <li>• Master organisational principles on the return of purchase.</li> <li>• Good understanding of organisational procedure for receipt, dispatch and handling of returned purchase.</li> <li>• Good understanding of organisational monitoring on returned purchase and respective documentary system.</li> </ul> <p>2. Performance (Handle the return of purchase)</p> <ul style="list-style-type: none"> <li>• Handle the return of purchase according to the organisation's established rules, such as: <ul style="list-style-type: none"> <li>○ Product specification <ul style="list-style-type: none"> <li>○ The standards of handling and using of the products set by the manufacturer or supplier e.g. approved installation procedure, warranty or storage period</li> <li>○ Be familiar with the validity of transaction documents</li> <li>○ Identify the products</li> </ul> </li> </ul> </li> <li>• Execute protective measures on the returned purchase according to established handling procedure, such as packaging, arrangement for delivery and storage.</li> <li>• Keep monitoring record on returned purchase.</li> <li>• Execute the procedure for refunding or new product replacement to customers and handling of relevant documents.</li> <li>• Compile report on preliminary inspection of returned purchase and the frequency record of similar defects for facilitating follow up action taken by parts management departments.</li> <li>• Carry out the contingency measures established by the organisation, for special cases such as handling of customers' dissatisfaction, occasional bulk return of purchase and insufficient inventory level.</li> <li>• Reflect procedural deficiency to the supervisor or respective counterpart in note form.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> <li>• Capable of ascertaining the validity of the demands for return of purchase according to the organisation's established principles;</li> <li>• Capable of carrying out contingency procedure according to the guidelines established by the organisation;</li> <li>• Capable of reporting on preliminary inspection of returned purchase and on the frequency record of similar defects for facilitating follow up action taken by parts management departments; and</li> </ul>

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	<ul style="list-style-type: none"><li>• Capable of handling the returned purchase according to established procedure and reflect procedural deficiency.</li></ul>
Remark	The credits value of this unit of competency is set on the presumption that the practitioner has already possessed the capability to identify auto parts and accessories.