## Specification of Competency Standards of the Retail Industry Unit of Competency

Code         104961L2           Range         This unit of competency (UoC) is applicable to staff handling goods in retail distribution centres or warehouses. It covers the abilities to assess and handle returned goods in distribution centres or warehouses according to established guidelines and procedures, and ensure that the records of returned goods are correct.           Level         2           Credit         3 (for reference only)           Competency         Performance Requirements 1. Knowledge of handling returned goods • Understand the policy and procedures of the organization on returned goods • Understand the inventory mechanism of the organization • Understand the intrastructure of distribution centre or warehouse • Understand the intrastructure of distribution centres • Assess goods to determine the reasons for returning them, such as: • Excess supply • Wrong delivery • Expired goods • Goods damaged (e.g. infested) during transportation • Check the returned goods with the distribution record • Return the non-damaged goods to the warehouse for storage • Update the inventory record according to the organization's procedures • Save the documents for returning goods according to the organization is procedures • Record details of the problem goods, e.g. taking photos 3. Exhibit professionalism • Follow related occupational safety and health regulations and guidelines to receive returned goods • Prevent any malpractice, such as theft, in a professional manner           Assessment Criteria         The integrated outcome requirements of this UoC are the abilities to: • Follow the procedures of the organization to complete the task o	Title	Receive returned goods in distribution centres
or warehouses. It covers the abilities to assess and handle returned goods in distribution centres or warehouses according to established guidelines and procedures, and ensure that the records of returned goods are correct.         Level       2         Credit       3 (for reference only)         Competency       Performance Requirements <ol> <li>Knowledge of handling returned goods             <ul> <li>Understand the policy and procedures of the organization on returned goods             <ul> <li>Know how to handle the storage of problem goods according to the situation</li> <li>Understand the documents for returning goods</li> <li>Understand the inventory mechanism of the organization</li> <li>Understand the inventory mechanism of the organization</li> <li>Understand the inventory mechanism of returning them, such as:                 <ul> <li>Excess supply</li> <li>Wrong delivery</li> <li>Expired goods</li> <li>Goods damaged (e.g. infested) during transportation</li></ul></li></ul></li></ul></li></ol>	Code	104961L2
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Competency       Performance Requirements         1. Knowledge of handling returned goods       • Understand the policy and procedures of the organization on returned goods         • Understand the policy and procedures of the organization on returned goods       • Understand the occupational soft of the organization         • Understand the inventory mechanism of the organization       • Understand the inventory mechanism of the organization         • Understand the inventory mechanism of the organization       • Understand the occupational safety and health guidelines of the organization         2. Receive returned goods is determine the reasons for returning them, such as:       • Excess supply         • Wrong delivery       • Expired goods         • Goods damaged (e.g. infested) during transportation         • Check the returned goods with the distribution record         • Return the non-damaged goods to the warehouse for storage         • Update the inventory record according to the organization's procedures         • Save the documents for returning goods according to the organization's procedures         • Save the documents for returning goods according to the organization's procedures         • Record details of the problem goods, e.g. taking photos         3. Exhibit professionalism         • Follow related occupational safety and health regulations and guidelines to receive returned goods         • Prevent any malpractice, such as theft, in a professional manner         Asse	Level	2
1. Knowledge of handling returned goods         9. Understand the policy and procedures of the organization on returned goods         9. Know how to handle the storage of problem goods according to the situation         9. Understand the documents for returning goods         9. Understand the inventory mechanism of the organization         9. Understand the infrastructure of distribution centre or warehouse         9. Understand the infrastructure of distribution centre or warehouse         9. Understand the occupational safety and health guidelines of the organization         2. Receive returned goods in distribution centres         9. Assess goods to determine the reasons for returning them, such as:         1. Excess supply         9. Wrong delivery         1. Expired goods         9. Goods damaged (e.g. infested) during transportation         9. Check the returned goods with the distribution record         9. Return the non-damaged goods to the warehouse for storage         9. Update the inventory record according to the organization's procedures         9. Save the documents for returning goods according to the organization's procedures         9. Save the documents for returning goods, e.g. taking photos         3. Exhibit professionalism         • Follow related occupational safety and health regulations and guidelines to receive returned goods         • Prevent any malpractice, such as theft, in a professional manner      <	Credit	3 (for reference only)
<ul> <li>Criteria</li> <li>Follow the procedures of the organization to complete the task of receiving returned goods, and return the non-damaged goods to the warehouse for storage; and</li> <li>Record information on returned goods correctly to reflect the real inventory situation.</li> </ul>		<ol> <li>Knowledge of handling returned goods         <ul> <li>Understand the policy and procedures of the organization on returned goods</li> <li>Know how to handle the storage of problem goods according to the situation</li> <li>Understand the documents for returning goods</li> <li>Understand the inventory mechanism of the organization</li> <li>Understand the infrastructure of distribution centre or warehouse</li> <li>Understand the occupational safety and health guidelines of the organization</li> </ul> </li> <li>Receive returned goods in distribution centres         <ul> <li>Assess goods to determine the reasons for returning them, such as:                 <ul> <li>Excess supply</li> <li>Wrong delivery</li> <li>Expired goods</li> <li>Goods damaged (e.g. infested) during transportation</li> <li>Check the returned goods to the warehouse for storage</li> <li>Update the inventory record according to the organization's procedures</li> <li>Save the documents for returning goods according to the organization's procedures</li> <li>Record details of the problem goods, e.g. taking photos</li> </ul> </li> </ul> </li> </ol>
Remark		<ul> <li>Follow the procedures of the organization to complete the task of receiving returned goods, and return the non-damaged goods to the warehouse for storage; and</li> </ul>
	Remark	

## Functional Area: Merchandising and Supply Chain Management