

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

1. Title	Carry out the procedure for return of purchase
2. Code	AUSDCN311A
3. 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.
4. Level	3
5. Credits	3(for reference only)
6. Competency	<p style="text-align: right;"><b><u>Performance Requirements</u></b></p> <p>6.1 The principles of the return of vehicle parts and accessories</p> <ul style="list-style-type: none"> <li>◆ Understand the use and characteristics of vehicle parts and accessories</li> <li>◆ Be familiar with organisational principles on the return of purchase</li> <li>◆ Understand organisational procedure for receipt, dispatch and handling of returned purchase</li> <li>◆ Understand organisational monitoring on returned purchase and respective documentary system</li> </ul>

	<p>6.2 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:</li> <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, etc.</li> <li>• Be familiar with the validity of transaction documents</li> <li>• Identify the products</li> </ul> </li> <li>◆ Execute protective measures on the returned purchase according to established handling procedure, such as packaging, arrangement for delivery and storage, etc.</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, etc.</li> <li>◆ Reflect procedural deficiency to the supervisor or respective counterpart in note form</li> </ul>
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7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>(i) Capable to ascertain the validity of the demands for return of purchase according to the organisation's established principles;</li> <li>(ii) Capable to carry out contingency procedure according to the guidelines established by the organisation;</li> <li>(iii) Capable to report 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> <li>(iv) Capable to handle the returned purchase according to established procedure and reflect procedural deficiency.</li> </ul>
8. Remarks	<p>The credits value of this unit of competency is set on the presumption that the learners already possess the capability to identify auto parts and accessories.</p>