Open Awards Qualification Unit

This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Process Returned Goods in Logistics Operations.
Unique Reference Number:	D/506/0242
Level:	Level 2
Credit Value:	3
Minimum GLH:	15

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know how to process returned goods in logistics operations.	1.1 Explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to: (a) Health, safety and security (b) Personal Protective Equipment (c) Environmental factors (d) Special requirements (e) Customer rights (f) Stock recording systems (g) Scheduling (h) Waste Management.
	1.2 Describe the main reasons for goods being returned.
	1.3 Explain the process for goods being returned.
	1.4 Identify problems that can occur when processing returned goods.
	1.5 Explain appropriate action when dealing with identified problems.
2. Be able to process returned goods in logistics operations.	2.1 Obtain all relevant information on the goods being returned.
	2.2 Return the goods to the appropriate locations.

	2.3	Update stock control records accurately.
	2.4	Label any goods that are to be returned to the supplier or manufacturer.
	2.5	Dispose of any waste correctly and promptly in accordance with work instructions, requirements, organisational procedures and practices.