## **SDS0450** **(J8DR 46)**

## Processing Returns, Refunds and Exchanges

### Candidate’s statement

I confirm that the evidence detailed in this unit is my own work.

|  |  |
| --- | --- |
| Candidate’s name |  |
| Candidate’s signature |  |
| Date |  |

### Assessor’s statement

I confirm that the candidate has achieved all the requirements of this unit.

|  |  |
| --- | --- |
| Assessor’s name |  |
| Assessor’s signature |  |
| Date |  |
| Countersigning Assessor’s name  (if applicable) |  |
| Countersigning Assessor’s signature  (if applicable) |  |
| Date |  |

© SQA 2024

### Internal Verifier’s statement

I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

|  |  |
| --- | --- |
| Internal Verifier’s name |  |
| Internal Verifier’s signature |  |
| Date |  |
| Countersigning Internal Verifier’s name (if applicable) |  |
| Countersigning Internal Verifier’s signature (if applicable) |  |
| Date |  |

|  |  |
| --- | --- |
| External Verifier’s initials (if sampled) |  |
| Date |  |

#### Unit overview

To accurately process customer returns, refunds and exchanges to meet relevant legislative and regulatory requirements according to organisational procedures.

#### Sufficiency of evidence

There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment.

#### Performance criteria (What you must do)

There must be evidence for **all** PCs (ie: 1-8).

The assessor **must** assess the majority of the PCs by directly observing the candidate’s work.

1. Checking type, quantity and condition of items presented for returns, refunds and exchanges in line with organisational policies and procedures.
2. Explaining clearly to customers relevant organisational policies and procedures for returns, refunds and exchanges.
3. Dealing effectively with customer complaints and feedback relating to returns, refunds and exchanges in line with organisational policies and procedures.
4. Using correct systems to process returns, refunds and exchanges in line with organisational policies and procedures.
5. Providing relevant documentation to customers associated with their returns, refunds and exchanges.
6. Checking all retained documentation for returns, refunds and exchanges is completed and stored in line with relevant legislative and regulatory requirements and organisational policies and procedures.
7. Updating records relating to stock, customer feedback and information in line with relevant legislative and regulatory requirements and organisational policies and procedures.
8. Arranging for returned and exchanged items to be sent to relevant areas, departments, suppliers and manufacturers in line with organisational policies and procedures.

#### Performance criteria evidence

| **Evidence reference** | **Evidence description** | **Date** | **PC 1** | **PC 2** | **PC 3** | **PC 4** | **PC 5** | **PC 6** | **PC 7** | **PC 8** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |

#### Scope / range (What you must cover)

No scope / range is stipulated for this unit.

#### Knowledge and understanding (What you must know and understand)

For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning).

| **Knowledge statement** | **Evidence reference** | **Date** |
| --- | --- | --- |
| 1. Organisational policies and procedures, relevant legislative requirements and codes of conduct relevant to customer returns, refunds and exchanges. |  |  |
| 2. Responsibilities of own role relating to processing returns, refunds and exchanges. |  |  |
| 3. How to check quantity and condition of items being returned, refunded and exchanged. |  |  |
| 4. Methods for communicating information about returns, refunds and exchanges to customers in line with organisational policies and procedures. |  |  |
| 5. How to constructively manage customer comments and feedback and communicate these to colleagues and other departments. |  |  |
| 6. Correct organisational procedures and systems used for processing returns, refunds and exchanges. |  |  |
| 7. How to complete relevant documentation for customers during and after processing returns, refunds and exchanges. |  |  |
| 8. What documentation is retained and where and how to store this. |  |  |
| 9. Records required for stock control, customer and supplier feedback and information and how to update these. |  |  |
| 10. How and where to send returned and exchanged items. |  |  |

#### Supplementary evidence

| **Reference** | **Evidence description** | **Date** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

#### Assessor feedback on completion of the unit: