



**Example study checklist and assessment questions:
Certificate in Cosmetic Product Recalls**

| Pace yourself! | Tick when each time completed | Item |
|--|--------------------------------------|--|
| | | Watch Recall lecture 1 and work through the worked examples. Make sure you can follow the worked examples along the way. |
| | | Read all of section 1 and follow the worked examples. |
| | | Practice classifying the product faults in the worked examples. Practice completing the returned product forms in the worked examples. |
| | | Work on Assessment Questions: Complete Q1.1 and 1.2 |
| | | Watch Recall lecture 2 and work through the worked examples. Make sure you can follow the worked examples along the way. |
| | | Practice completing the investigations in the worked examples and determine the fault of product quality. |
| | | Practice preparing recall advertisements and reports using the worked examples. |
| | | Read all of section 2 and 3 and work through the worked examples. |
| | | Work on Assessment Questions: Complete Q1.3 and 1.4 |
| Only submit your Assessment when ALL sections of ALL questions have been completed. | | |
| Revisit the text, lectures, videos and especially the TUTORIALS to ensure you have answered all questions to the best of your ability. Happy studying 😊 | | |

Assessment Questions for Design and manage a product recall

1.1 You have received a complaint from a 45 year old woman using a night cream from your organisation, containing a peptide. She has used it twice and come up with a rash both times. The product appears dark and has as strong chemical aroma; there is no contamination present. She has now discontinued use. What investigations and actions would you take based on this report?



1.2 Later that same day you received 4 more complaints from women of similar ages using the same product. They have been using it as directed, all have experienced rashes shortly after use. They have all discontinued use after seeing a Doctor, who advised them to contact your company. The Doctor has also reported that the product appears quite dark with a strong chemical aroma but there does not appear to be any microbial contamination. Provide the following forms:

- One returned product form
- One Information for assessment of recall form: use relevant details from this question
- Complete the investigation section of the form and provide details

Use your investigations to determine: what is the most likely cause of the product quality issues?

1.3 You decide a recall is necessary. Provide an example of:

- the advertisement you would run,
and
- recall letter to a store supplying product

Make sure your advertisement and recall letter are specific to the scenario provided in this assessment.

1.4 What will you do with returned product?