

Title	Demonstrate knowledge of cash handling in a retail environment		
Level	2	Credits	3

Purpose	<p>This theory-based pre-entry unit standard is for people who are training to work in a retail environment and includes a basic understanding of the requirements related to cash.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of processing customer payments; and describe cash security, in a retail environment.</p>
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Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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Available grade	Achieved
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Guidance Information

- 1 Definitions
 - EFTPOS* – electronic funds transfer at point of sale.
 - Retail environment* – workplaces where the primary focus is on customers purchasing goods and/or services.
 - Takings* – cash (coins, banknotes), company sales vouchers, gift vouchers, foreign currency, EFTPOS payment received through sales transactions.
 - Workplace procedures* refer to applicable procedures found in the following: workplace performance guidelines and standards; manufacturer’s procedures and specifications; Government and local body legislation.
- 2 Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Privacy Act 2020, Contract and Commercial Law Act 2017.
- 3 Assessment against all performance criteria must be carried out in accordance with workplace procedures.
- 4 Outcome one of this standard can be assessed against in a simulated situation that reflects a realistic workplace environment.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of processing customer payments in a retail environment.

Range evidence is required for two customer interactions.

Performance criteria

1.1 Use of point-of-sale equipment for transactions is identified and described.

Range point of sale equipment may include but is not limited to – scanners, EFTPOS terminals, cash drawer and float.

1.2 Process of opening and closing the point-of-sale equipment is described.

Range process may include but is not limited to – time, access, password, security, reconciliation of takings.

1.3 Process for processing customer payments is described.

Range process may include but is not limited to – greeting customer, entering and confirming the price, determining payment method, receiving the payment, providing change where required, providing receipt, farewelling customer; evidence of four processes is required.

Outcome 2

Describe cash security in a retail environment.

Performance criteria

2.1 Procedures in the event of robbery and/or theft are described.

Range procedures may include but are not limited to – keeping calm, refraining from making sudden movements, doing what the offender demands, memorising details about the offender, noting the method and direction of escape; evidence of four procedures is required.

Replacement information	This unit standard replaced unit standard 403 and unit standard 11955.
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Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 May 2015	31 December 2021
Review	2	8 December 2016	31 December 2021
Revision	3	29 March 2018	31 December 2025
Review	4	2 March 2023	N/A
Revision	5	25 July 2024	N/A

Consent and Moderation Requirements (CMR) reference

0112

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.