Title	Complete checkout sales transactions		
Level	2	Credits	2

Purpose	People credited with this unit standard are able to: describe processing customer payments in a retail environment; describe the procedures in the event of robbery or theft; maintain checkout sales area and equipment; and process sales transactions at the checkout.

Classification	Retail, Distribution, and Sales > Sales Transactions

Available grade	Achieved

Guidance Information

1   Definitions
     Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following – organisational performance guidelines and standards; Government and local body legislation.
     Retail environment – workplaces where the primary focus is on customers purchasing goods or services.

2   Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Contract and Commercial Law Act 2017.

3   Evidence is required for two sales transactions.

4   All assessment tasks must be carried out in accordance with organisational procedures.

Outcomes and performance criteria

Outcome 1

Describe processing customer payments in a retail environment.

Performance criteria

1.1   Process for processing customer payments is described in terms of the required steps.

>   Range   steps include but are not limited to – greeting customer, entering and confirming the price, determining payment method, receiving the payment, providing change where required, providing receipt, farewelling customer.

Outcome 2

Describe the procedures in the event of robbery or theft.

Performance criteria

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

Outcome 3

Maintain checkout sales area and equipment.

Performance criteria

3.1   Routine maintenance on equipment for use in sales transactions is carried out and equipment is prepared for use.

>   Range   equipment may include but is not limited to – scanners (fixed, hand held), key pad operated registers, Point of Sales System (POS), EFTPOS terminals, computer terminal, credit card processing equipment, cash drawer;
>   evidence for two types of equipment.

3.2   The cleanliness and tidiness of the checkout area, and the availability of reference material and consumables are maintained.

>   Range   reference materials may include but are not limited to – product catalogues, look books, prices, codes, lists of contacts;
>   consumables may include but are not limited to – transaction slips, cartridges, ribbons, rolls, receipt tapes.

3.3   Transaction records are maintained.

>   Range   transaction records may include but are not limited to – on-line receipts, cash register tape, EFTPOS tape rolls.

3.4   Access to and use of checkout equipment complies.

Outcome 4

Process sales transactions at the checkout.

Performance criteria

4.1   Barcodes on goods for purchase are scanned.

4.2   Goods unable to be scanned are keyed into register using correct code and price.

4.3   Errors in processing of sale are identified and corrected.

4.4   Customer payment method is determined.

           Range   payment method – cash, credit or debit card, cheque, EFTPOS.

4.5   Payment is received and any change is tendered correctly, together with receipt for goods purchased.

4.6   Security procedures are applied.

4.7   Sales transaction is completed.

4.8   Customer is farewelled.

Planned review date	31 December 2027

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	26 November 2003	31 December 2013
Review	2	15 April 2011	31 December 2016
Review	3	21 May 2015	31 December 2021
Review	4	8 December 2016	31 December 2021
Revision	5	29 March 2018	31 December 2024
Review	6	26 January 2023	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.