

Title	Process grocery items at a checkout counter		
Level	2	Credits	10

Purpose	<p>This unit standard is for people who are learning to be checkout operators in a grocery outlet.</p> <p>People credited with this unit standard are able to demonstrate knowledge of basic grocery items, and process grocery items at a checkout counter.</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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Explanatory notes

- 1 Definitions
 - EFTPOS* – electronic funds transfer at point of sale.
 - Non-perishable grocery items* – canned, bottled, packaged, frozen, chilled, or general merchandise items.
 - 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; manufacturer’s procedures and specifications; Government and local body legislation.
 - Perishable grocery items* – items sold in the bakery, delicatessen, produce, meat or seafood sections of a grocery outlet.

- 2 Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Food Act 1981, Food Hygiene Regulations 1974, Hazardous Substances and New Organisms Act 1996, Health and Safety at Work Act 2015, Health and Safety in Employment Regulations 1995, Sale and Supply of Alcohol Act 2012, Smoke-free Environment Regulations 2007, Weights and Measures Act 1987.

- 3 Candidates will be expected to comply with any company requirements related to scanning rates.

- 4 Evidence for the practical components of this unit standard must either be gathered in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.

Outcomes and evidence requirements

Outcome 1

Demonstrate knowledge of basic grocery items.

Evidence requirements

1.1 Legislative requirements related to selling grocery items are identified and described in terms of the impact on the customer.

Range legislative requirements include but are not limited to – purchase of alcohol, purchase of tobacco, purchase of controlled substances.

1.2 Types of items sold in a grocery outlet are described in terms of the main categories.

Range main categories include but are not limited to – perishable items, non-perishable items, hardware items; evidence is required of five different items from each category.

Outcome 2

Process grocery items at a checkout counter.

Evidence requirements

2.1 Health and safety considerations related to processing grocery items at a checkout counter are identified and described in terms of their impact on the job role.

Range health and safety considerations include but are not limited to – lifting techniques, repetitive movements, spills, emergencies.

2.2 Groceries are scanned in accordance with organisational procedures.

2.3 Point of sale equipment is operated in accordance with organisational procedures.

Range operation includes but is not limited to – cash handling, EFTPOS transactions, promotions, suspend sale and changing till tapes.

2.4 Grocery items are packed in accordance with organisational procedures.

Range packing includes but is not limited to – technique, food safety considerations, bag weight limits.

2.5 Communication with the customer contributes to a positive shopping experience in accordance with organisational procedures.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 December 2013	N/A
Review	2	8 December 2016	N/A

Consent and Moderation Requirements (CMR) reference	0225
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.