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| <b>Title</b> | <b>Process grocery items at a checkout counter</b> |                |           |
| <b>Level</b> | <b>2</b>   | <b>Credits</b> | <b>10</b> |

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| <b>Purpose</b> | <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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| <b>Classification</b> | Retail, Distribution, and Sales > Retail and Distribution Core Skills |
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| <b>Available grade</b> | Achieved |
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### Guidance Information

- 1 Definitions
  - EFTPOS* – electronic funds transfer at point of sale.
  - Non-perishable grocery items* – canned, bottled, packaged, frozen, chilled, or general merchandise items.
  - Perishable grocery items* – items sold in the bakery, delicatessen, produce, meat or seafood sections of a grocery outlet.
  - 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, Food Act 2014, 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.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of basic grocery items.

#### Performance criteria

- 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.

#### Performance criteria

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

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| <b>Planned review date</b> | 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       | 18 December 2013 | 31 December 2024         |
| Review       | 2       | 8 December 2016  | 31 December 2024         |
| Review       | 3       | 2 March 2023     | N/A                      |

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| <b>Consent and Moderation Requirements (CMR) reference</b> | 0112 |
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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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.