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| Title | Manage a checkout counter in a grocery outlet | | |
| Level | 3 | Credits | 10 |

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| Purpose | <p>This unit standard is for people who are managing a checkout counter in a grocery outlet.</p> <p>People credited with this unit standard are able to demonstrate knowledge of managing the purchase of grocery items at a checkout counter, and monitor and maintain a checkout counter in a grocery outlet.</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 Definition
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.

- 2 Legislation relevant to this unit standard include but are not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Food Act 1981, Food Hygiene Regulations 1974, 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 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 managing the purchase of grocery items at a checkout counter.

Evidence requirements

- 1.1 Process for dealing with unidentified bar codes is described in terms of organisational procedures.
- 1.2 Requirements for processing non-standard payment transactions are described in terms of organisational procedures.
- Range non-standard payment transactions include but are not limited to – vouchers, coupons, cheques, charge accounts.
- 1.3 The characteristics and shelving requirements of non-standard grocery items are identified and described.
- Range non-standard grocery items may include but are not limited to – gluten-free products, health food products, stationery items, specialist food items, general merchandise; evidence is required of five non-standard grocery items sold in the candidate's grocery outlet.
- 1.4 Process for dealing with unusual buying behaviour is described in terms of organisational procedures.
- Range unusual buying behaviour may include but is not limited to – buying large amounts of controlled substances, buying large amounts of one product, intoxicated and/or drug impaired customers, suspected theft.

Outcome 2

Monitor and maintain a checkout counter in a grocery outlet.

Evidence requirements

- 2.1 Refund authorisations and returns are processed in accordance with organisational procedures.
- 2.2 Work flow is monitored to ensure scanning and packing of grocery items is coordinated in accordance with organisational procedures.
- 2.3 Work station is maintained in accordance with organisational procedures.
- Range maintenance includes but is not limited to – clean, tidy, stock replenished, bags replenished, perishable items are returned to the department in a timely manner.
- 2.4 Customer complaints or issues are actioned in accordance with organisational procedures.
- 2.5 Self-service assistance is provided to customers in accordance with organisational procedures.

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| 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 |

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