

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 handling.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of: processing customer payments; and 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.

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.

Retail environment – workplaces where the primary focus is on customers purchasing goods and/or services.

Takings – cash (coins, banknotes), cheques, company sales vouchers, credit card vouchers, debit card vouchers, gift vouchers, foreign currency, travellers' cheques, EFTPOS payment received through sales transactions.

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

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of processing customer payments in a retail environment.

Performance criteria

- 1.1 Point of sale equipment is identified and described in terms of its type and function.
- Range point of sale equipment may include but is not limited to – scanners, key pad operated registers, EFTPOS terminals, credit card processing equipment, cash drawer and float; evidence is required of two examples.
- 1.2 Process of opening and closing the point of sale equipment is described in terms of organisational procedures.
- Range process may include but is not limited to – time, access, password, security, cash reconciliation; evidence is required of two examples.
- 1.3 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.
- 1.4 Process for completing reconciliations is described in terms of organisational procedures.

Outcome 2

Demonstrate knowledge of cash security in a retail environment.

Performance criteria

- 2.1 Procedures in the event of robbery and or theft are described in terms of organisational procedures.
- 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.

Replacement information	This unit standard replaced unit standard 403 and unit standard 11955.
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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	21 May 2015	31 December 2021
Review	2	8 December 2016	31 December 2021
Revision	3	29 March 2018	N/A

Consent and Moderation Requirements (CMR) reference

0225

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

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.