

Title	Supervise and maintain cash handling procedures in a retail environment		
Level	4	Credits	10

Purpose	<p>This unit standard is for experienced people who are working in a retail environment involved in cash handling.</p> <p>People credited with this unit standard are able to: supervise the processing of customer payments; and maintain cash handling procedures, 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

Complex customer payments include but are not limited to – staff purchases, price over-rides, cash pick-ups, complex returns.

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 or services.
- 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.
- 3 Evidence for this unit standard must be demonstrated in the workplace.

Outcomes and performance criteria

Outcome 1

Supervise the processing of customer payments in a retail environment.

Performance criteria

- 1.1 Processing of complex customer payments is observed and any deficiencies are adjusted in accordance with organisational procedures.
- Range may include but is not limited to – approvals, authorisations; evidence is required of four complex customer payments.
- 1.2 Process of issuing of change is observed and maintained in accordance with organisational procedures.
- 1.3 Efficient operation of customer payment process is monitored and any deficiencies are corrected in accordance with organisational procedures.

Outcome 2

Maintain cash handling procedures in a retail environment.

Performance criteria

- 2.1 Any variances in cash handling procedures are investigated in accordance with organisational procedures.
- 2.2 Any recommendations for improvement are documented and communicated to stakeholders in accordance with organisational procedures.

Replacement information	This unit standard replaced unit standard 407.
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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
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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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.