

<b>Title</b>	<b>Supervise and maintain cash handling procedures in a retail environment</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<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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<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
 

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

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

*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, Privacy Act 2020, Contract and Commercial Law Act 2017.
- 3 Evidence for this unit standard must be demonstrated in the workplace.
- 4 All assessment tasks must be carried out in accordance with workplace procedures.

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### 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.

Range may include but is not limited to – approvals, authorisations, custom payments, cryptocurrency, mobile payments, electronic funds transfers, instalment payments, wire transfer; evidence is required of four complex customer payments.

1.2 Process of issuing of change is observed and maintained.

1.3 Efficient operation of customer payment process is monitored, and any deficiencies are corrected.

**Outcome 2**

Maintain cash handling procedures in a retail environment.

**Performance criteria**

2.1 Any variances in cash handling procedures are investigated.

2.2 Any recommendations for improvement are documented and communicated to stakeholders.

<b>Replacement information</b>	This unit standard replaced unit standard 407.
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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	21 May 2015	31 December 2021
Review	2	8 December 2016	31 December 2021
Revision	3	29 March 2018	31 December 2024
Review	4	2 March 2023	N/A

<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>.

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**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.