



OCCUPATIONAL SKILLS PROGRAMME CURRICULUM DOCUMENT

IN LINE WITH THE QQSF POLICY (2021) OCCUPATIONAL QUALIFICATION TYPE (NOMENCLATURE)

QUALIFICATION/PART-QUALIFICATION/SKILLS PROGRAMME	TYPE (NOMENCLATURE)	TITLE (DESCRIPTOR)	NQF LEVEL	CREDITS
Skills Programme	Skills Programme	Cash Office Clerk	2	30
CURRICULUM CODE	411102-000-01-00 (SP241106)			
PARTNER DETAILS	ORGANISATION NAME	WEBSITE ADDRESS	TELEPHONE NUMBER	LOGO
QUALITY PARTNER - DEVELOPMENT	W&RSETA	www.wrseta.org.za	(012) 622-9500	
QUALITY PARTNER – ASSESSMENT (NOT APPLICABLE FOR SKILLS PROGRAMME)	W&RSETA	www.wrseta.org.za	(012) 622-9500	

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SECTION 1: CURRICULUM SUMMARY

1.1 Occupational Information:

1.1.1 Associated, Organising Framework for Occupations (OFO) Occupational Code and Title

411102: Cash Office Clerk

1.1.2 Occupation/Specialisation/Part-Qualification/Skills Programme Type, Title, NQF Level, Credits and Curriculum Code, addressed by this Curriculum.

TYPE	TITLE	NQF LEVEL	CREDITS	CURRICULUM CODE
Skills Programme	Cash Office Clerk	2	30	411102-000-01-00 (SP241106)

1.1.3 Alternative titles used by industry:

- Back Office Process Clerk
- Back Office Clerk / Supervisor
- Banking Clerk
- Banking Systems Supervisor
- Head Cashier / Senior Cashier
- Cash Up Clerk
- Cash Office Controller

1.2 Curriculum Information:

1.2.1 Articulation for Qualifications and Part- Qualifications

(a) Horizontal Articulation:

N/A

(b) Vertical/

N/A

(c) Diagonal Articulation:

N/A

(d) Validation of Entry Requirements into articulation possibilities provided:

N/A

1.2.2 Articulation for Skills Programmes

(a) Work Opportunities:

Retail stores, service stations, supermarkets and grocery stores, department stores, specialty retail stores, cinemas / theatres, café and fast-food restaurants, hotels, warehouse checkout roles,

pharmacy checkout operators, ticket counters for public transportation, event and concert venues, theme parks, gyms and fitness centers.

(b) Learning Opportunities:

Once a person has achieved the Cash Office Clerk Skills Programme Certificate, there are several further learning opportunities available to them to pursue, including:

Supervisory roles, customer service roles, sales and store management.

1.3 Curriculum Structure:

1.3.1 Knowledge/Theory Modules:

- 411102-000-01-00-KM-01, Concepts of cashing up, NQF Level 3, Credits 2.
- 411102-000-01-00-KM-02, Principles of cashing up, NQF Level 3, Credits 2.
- 411102-000-01-00-KM-03, Principles of consolidating daily takings, NQF Level 3, Credits 2.
- 411102-000-01-00-KM-04, Principles of banking, NQF Level 3, Credits 2.
- 411102-000-01-00-KM-05, Principles and concepts of float - and petty cash control, NQF Level 3, Credits 2.

Total number of credits: 10

1.3.2 Practical Skills Modules:

- 411102-000-01-00-PM-01, Balance tills and record takings, NQF Level 3, Credits 6
- 411102-000-01-00-PM-02, Calculate the store takings, NQF Level 3, Credits 6
- 411102-000-01-00-PM-03, Deposit the day's takings, NQF Level 3, Credits 6
- 411102-000-01-00-PM-04, Control change (float) and petty cash, NQF Level 3, Credits 2

Total number of credits: 20

1.4 Entry Requirements:

Numeracy skills NQF level 1

1.5 Recognition of Prior Learning (RPL):

1.5.1 RPL for Access:

NB: QCTO Standard Statement Provided

Learners may use the RPL process to gain access to training opportunities for a programme of learning, qualification, part-qualification or skills programme if they do not meet the formal, minimum entry requirements for admission. RPL assessment provides an alternative access route into a programme of learning, qualification, part-qualification, or skills programme.

Such an RPL assessment may be developed, moderated and conducted by the accredited Skills Development Provider which offers that specific qualification/part qualification/skills programme. Such an assessment must ensure that the learner is able to display the equivalent level of competencies required for access, based on the NQF level descriptors.

1.5.2 RPL for Exemption:

NB: QCTO Standard Statement Provided

For exemption from modules through RPL, learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification or skills programme

through any means of formal, informal or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

1.5.3 RPL for awarding credits:

NB: QCTO Standard Statement Provided

Learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification or skills programme through any means of formal, informal or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

A valid Statement of Results is required for admission to the EISA in which confirmation of achievement is provided that all internal assessment criteria for all modules in the related curriculum document have been achieved.

For a **Skills Programme**, the accredited Skills Development Provider (SDP) must ensure all modular competency requirements are met prior to the FISA and keep record of such evidence.

Upon successful completion of the EISA/FISA, RPL learners will be issued with the QCTO certificate for the qualification, part-qualification or skills programme. Quality Partners are responsible for ensuring the RPL mechanism and process for qualifications and part-qualification is approved by the QCTO.

1.6 Quality Partner for Assessment:

NAME OF BODY:	Wholesale and Retail SETA
ADDRESS OF BODY:	Hennops House, 1303 Heuwel Avenue, Cnr. Lenchen South and Heuwel Avenue Centurion, PRETORIA
WEBSITE:	Tsakane Mabasa
TELEPHONE NUMBER:	(012) 622-9500

1.7 List of Qualification(s)/Part- Qualification(s)/Skills Programme(s) Related to this Curriculum

None

SECTION 2: OCCUPATIONAL/SPECIALISATION/PART-QUALIFICATION/SKILLS PROGRAMME PROFILE

2.1 Purpose:

The purpose of this skills programme is to prepare a learner to operate as a Cash Office Clerk.

A Cash Office Clerk processes back office transactions in order to balance Point-of-Sale transactions, deposit daily takings and prepare deposits, requisition and control change, floats and petty cash in order to fulfil business and customer requirements.

A qualified learner will be able to:

- Cash up and consolidate multiple tills (Point-of-Sale) (PoS).
- Deposit takings in a retail environment.
- Control cash (float), change and petty cash.

2.2 Tasks:

TASK	LINKS TO ELO
Cash up and consolidate multiple tills (Point-of-Sale) (PoS)	Accurately consolidate sales data from multiple tills.
	Cash up and reconcile the total cash across multiple tills.
Deposit takings in a retail environment	Accurately prepare and secure takings for deposit.
	Deposit takings into the designated financial institution.
Control cash (float), change and petty cash	Monitor and maintain accurate float cash (float) and change levels.
	Manage and reconcile petty cash.

2.3 Skills Programme Task Details:

2.3.1 Task 1

Cash up and consolidate multiple tills (Point-of-Sale) (PoS)

(a) Unique Product or Service:

Consolidated tills

(b) Responsibilities:

- Balance tills and record takings
- Calculate the store takings

(c) Contexts:

- Processes and procedures for balancing tills and recording and reporting shorts and overs

2.3.2 Task 2

Deposit takings in a retail environment

(a) Unique Product or Service:

Deposited takings

(b) Responsibilities:

- Prepare deposits for the day
- Deposit the day's takings

(c) Contexts:

- Processes and procedures for balancing and depositing takings

2.3.3 Task 3

Control cash (float), change and petty cash

(a) Unique Product or Service:

Controlled cash (float), change and petty cash

(b) Responsibilities:

- Order and receive change
- Control change, cash (float) and petty cash

(c) Contexts:

- Processes and procedures for controlling float, change and petty cash

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

3.1 Knowledge Module Specifications:

NB: MODE OF DELIVERY e.g. face-to-face/contact, online, e-learning, mobile training unit, blended, distance, etc

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-00-KM-01	Concepts of cashing up	3	2	Face to face, online, blended
411102-000-00-KM-02	Principles of cashing up	3	2	Face to face, online, blended
411102-000-00-KM-03	Principles of consolidating daily takings	3	2	Face to face, online, blended
411102-000-00-KM-04	Principles of banking	3	2	Face to face, online, blended
411102-000-00-KM-05	Principles and concepts of cash (float) - and petty cash control	3	2	Face to face, online, blended

Total credits = 10

3.1.1 Detailing Knowledge Module (KM) contents

Knowledge Module (KM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-00-KM-01	Concepts of cashing up	3	2	Face to face, online, blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the role of the Cash Office Clerk, the concepts of shrinkage and losses and the stakeholders involved in cash handling in a wholesale or retail environment while cashing up.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-01-KT01	The role of the Cash Office Clerk	30
KM-01-KT02	Concepts of shrinkage and losses	40
KM-01-KT03	Stakeholders involved in cash handling	30

(c) Detailing each topic listed above into topic elements:

KM-01-KT01: The role of the Cash Office Clerk (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	The role of the Cash Office Clerk	8
KT0102	Principles of verbal and non-verbal communication	8
KT0103	The importance of professional interaction with internal and external stakeholders	8
KT0104	Principles of ethics when handling cash	6

KM-01-KT02: Concepts of shrinkage and losses (40%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Concepts and principles of shrinkage and loss	10
KT0202	Principles of shrinkage and loss prevention in the cashing up environment	20
KT0203	The impact of shrinkage and losses	10

KM-01-KT03: Stakeholders involved in cash handling (30%)		
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TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Stakeholders involved in cash handling	20
KT0302	The flow of cash	5
KT0303	The role of cash in transit	5

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Explain the role of the Cash Office Clerk	
IAC0102	Discuss generally accepted ways for preparing for the day's cash activities	
IAC0103	Explain the importance of verbal and non-verbal communication	
IAC0104	Explain the importance of professional interaction with internal and external stakeholders	
IAC0201	Explain the concepts and principles of shrinkage and loss prevention	
IAC0202	Explain the principles of shrinkage and losses in the cashing up environment	
IAC0203	Explain the impact of shrinkage and losses in relation to the profits of the organisation and how it impact on employees	
IAC0301	Describe the stakeholders involved in cash handling	
IAC0302	Explain the flow of cash in a wholesale and retail environment	
IAC0303	Explain the role of cash in transit services	

Knowledge Module (KM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-01-KM-02	Principles of cashing up	3	2	Face to face, online, blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of cashing up multiple tills and balancing takings in a wholesale and retail environment.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-02-KT01	Principles of cashing up in a manual store and a computerised store	30
KM-02-KT02	Principles of managing multiple shift cash ups	30
KM-02-KT03	Principles of counting and recording takings	20
KM-02-KT04	Principles and concepts of balancing multiple till takings	20

(c) Detailing each topic listed above into topic elements:

KM-02-KT01: Principles of cashing up in a manual store and a computerised store (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Principles of cashing up in a manual store	4
KT0102	Principles of cashing up in a computerised store	4
KT0103	Generally accepted ways for preparing for the day's cash activities	3
KT0104	The impact (These include, but are not limited to, financial loss, customer experience issues, inventory discrepancies, employee accountability and morale, operational inefficiencies, fraud and security risks, and such) and principles of handling cashier errors (These include, but are not limited to, training and education, encouraging accuracy and attention to detail, implementing clear policies, regular performance monitoring, error prevention through technology, customer-centric solutions, communication with relevant parties, and such)	3
KT0105	Types of equipment used	4
KT0106	Ways of minimising shrinkage when cashing up	3
KT0107	The impact of incorrect cashing-up	3
KT0108	The impact of not implementing safe cashing up procedures	3
KT0109	Principles and concepts of shorts and overs	3

KM-02-KT02: Principles of managing multiple shift cash ups (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Cashing up multiple tills	10
KT0202	The impact of multiple shifts on till cash ups	10

KT0203	Drop-safe activities	10
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KM-02-KT03: Principles of counting and recording takings (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Principles of counting cash	7
KT0302	Principles of recording bankables (including, but not limited to, cashless transactions, and such) and non-bankables (including, but not limited to, vouchers, gift cards, and such)	6
KT0303	Preventing shrinkage when counting and recording takings	6

KM-02-KT04: Principles and concepts of balancing multiple till takings (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Concepts and principles of balancing multiple tills	3
KT0402	Generally accepted ways of balancing multiple tills	3
KT0403	The concept of shorts and overs	3
KT0404	Causes of shorts and overs	3
KT0405	Principles of investigating and handling multiple till over and shorts	5
KT0406	The impact of short and overs on the business	3

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Explain the principles of cashing up in a manual store and in a computerised store	8
IAC0102	Explain generally accepted ways for preparing for the day's cash activities while taking the impact and principles of handling cashier errors into consideration	3
IAC0103	Discuss the impact and principles of handling cashier errors	3
IAC0104	Discuss the types of equipment used when cashing up while also taking ways into consideration to minimising shrinkage	7

IAC0105	Describe the impact of incorrect cashing up	3
IAC0106	Discuss the impact of not implementing safe cashing up procedures on the individual and the business	3
IAC0107	Describe the importance of ethics when handling takings	3
IAC0201	Identify and explain the concepts and principles of cashing up multiple tills following the relevant procedures	10
IAC0202	Describe the impact of multiple shifts on till cash ups	7
IAC0203	Explain the purpose of adhering to procedures	7
IAC0204	Discuss the concepts and principles of managing drop-safe activities	6
IAC0301	Explain the concepts and principles of counting cash	5
IAC0302	Describe generally accepted principles of recording bankables and non-bankables	5
IAC0303	Discuss generally accepted ways of recording takings and explain the importance of accurately recording these takings	5
IAC0304	Explain the prevention of shrinkage when counting and recording takings	4
IAC0401	Describe the concepts and principles of balancing multiple tills	3
IAC0402	Explain generally accepted ways of balancing multiple tills	3
IAC0403	Discuss the concept of shorts and overs and general causes for these shorts and overs	3
IAC0404	Explain the principles of handling till variances	3
IAC0405	Discuss ways of investigating and resolving multiple shorts and overs	5
IAC0406	Explain the impact of short and overs on the business	3

Knowledge Module (KM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-01-KM-03	Principles of consolidating daily takings	3	2	Face to face, online, blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the procedures and principles of consolidating daily takings.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-03-KT01	Concepts and principles of consolidating multiple tills takings	35
KM-03-KT02	Concepts and principles of consolidating bankable and non-bankable tenders	30
KM-03-KT03	Principles and concepts of shorts and overs	35

(c) Detailing each topic listed above into topic elements:

KM-03-KT01: Concepts and principles of consolidating multiple tills takings (35%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Generally accepted ways of consolidating multiple tills in a manual environment	7
KT0102	Generally accepted ways of consolidating multiple tills in a computerised environment	7
KT0103	Principles of investigating and handling variances uncovered when consolidating multiple tills	7
KT0104	The role of end of day procedures when consolidating multiple till takings	7
KT0105	Ways of minimising shrinkage when consolidating multiple tills	7

KM-03-KT02: Concepts and principles of consolidating bankable and non-bankable tenders (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Types of bankable tenders	6
KT0202	Types of non-bankable tenders	6
KT0203	Concepts and principles of consolidating bankable tenders	6
KT0204	Concepts and principles of consolidating non-bankable tenders	6
KT0205	Ways of minimising shrinkage when consolidating bankable and non-bankable tenders	6

KM-03-KT03: Principles and concepts of shorts and overs (35%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	The concept of shorts and overs	7
KT0302	Causes of shorts and overs	10
KT0303	Ways of investigating and resolving shorts and overs	10
KT0304	The impact of short and overs on the business	8

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Explain generally accepted ways of consolidating multiple tills in a manual environment	4
IAC0102	Explain generally accepted ways of consolidating multiple tills in a computerised environment	4
IAC0103	Explain the importance of ensuring that the amount banked reflects the amounts from the Point-of-Sale	4
IAC0104	Explain the importance of reconsolidations corresponding with banking figures in a computerised environment	4
IAC0105	Explain the principles of investigating and handling variances uncovered when consolidating multiple tills	6
IAC0106	Explain the role of end of day procedures	5
IAC0107	Explain ways of minimising shrinkage when consolidating multiple tills	5
IAC0108	Discuss principles to correct systems errors of cashier shift reporting	3
IAC0201	Describe the types of bankable tenders	5
IAC0202	Describe the types of non-bankable tenders	5
IAC0203	Explain the concepts and principles of consolidating bankable tenders	5
IAC0204	Explain the concepts and principles of consolidating non-bankable tenders	5

IAC0205	Describe the importance of reconciling different payment methods accurately in a manual and computerised environment	5
IAC0206	Describe ways of minimising shrinkage when consolidating bankable and non-bankable tenders	5
IAC0301	Discuss the concept of shorts and overs	7
IAC0302	Explain the causes of shorts and overs	10
IAC0303	Discuss ways of investigating and resolving shorts and overs	10
IAC0304	Explain the impact of short and overs on the business	8

Knowledge Module (KM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-01-KM-04	Principles of banking	3	2	Face to face, online, blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the procedures and principles of banking, cash collections and dealing with variances by the bank.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-04-KT01	Principles of consolidating daily takings	30
KM-04-KT02	Principles and concepts of preparing cash for deposits	20
KM-04-KT03	Principles and concepts of cash collection	20
KM-04-KT04	Principles and concepts of dealing with bank variances	20

(c) Detailing each topic listed above into topic elements:

KM-04-KT01: Principles of consolidating daily takings (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Generally accepted methods for consolidating cash takings	10
KT0102	The role of end of day procedures when consolidating takings	10

KT0103	Generally accepted methods for consolidating non-bankables	10
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KM-04-KT02: Principles and concepts of preparing cash for deposits (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Generally accepted ways of preparing cash for deposits	10
KT0202	Bank requirements for depositing bankable takings	10
KT0203	Ways of minimising shrinkage when preparing cash for deposits	10

KM-04-KT03: Principles and concepts of cash collection (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Generally accepted ways of cash collection	10
KT0302	Bank requirements for cash collection	10

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Discuss generally accepted ways of consolidating cash takings	10
IAC0102	Explain the importance of the role of end of day procedures	10
IAC0103	Explain your understanding of generally accepted ways of consolidating non-bankables	10
IAC0201	Discuss your understanding of generally accepted ways of preparing cash for deposits	10
IAC0202	Explain generally accepted bank requirements and methods for depositing takings	10
IAC0203	Explain the ways of minimising shrinkage when preparing cash for deposits	10
IAC0204	Discuss the impact of incorrectly completed deposit slips	10
IAC0205	Explain the importance of accuracy when balancing multiple tills	10

IAC0301	Describe the different ways of moving cash from the store to the bank	10
IAC0302	Discuss the advantages and disadvantages of each cash collection method	10

Knowledge Module (KM) - 05

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-01-KM-05	Principles and concepts of cash (float) - and petty cash control	3	2	Face to face, online, blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the principles and concepts of float and petty cash control.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-05-KT01	Principles and concepts of issuing petty cash	50
KM-05-KT02	Principles and concepts of order and receiving change (float)	50

(c) Detailing each topic listed above into topic elements:

KM-05-KT01: Principles and concepts of controlling petty cash (50%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Petty cash fund access	30
KT0102	Petty cash authorisation and approval	20
KT0103	Petty cash transaction records	20
KT0104	Generally accepted principles of replenishing and reconciling petty cash	30

KM-05-KT02: Principles and concepts of order and receiving change (float) (50%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Cash (float) preparation process	5
KT0202	Cash (float) issue process per cashier (These include, but are not limited to, manned, unmanned, and such)	5
KT0203	Change verification and sign-off	10

KT0204	Change (float) safety measures (These include, but are not limited to start- and end-of-shift, breaks, and such)	10
KT0205	Floats monitoring and controlling (These include, but are not limited to random checks, end-of-shift balancing, discrepancies, tools, stationary, and such)	10
KT0206	Security and fraud prevention measures (These include, but are not limited to restricted access, theft prevention, surprise audits, and such)	10

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Discuss rules of access to petty cash funds	30
IAC0102	Describe petty cash authorisation and approval process	20
IAC0103	Provide an understanding of petty cash transaction records	20
IAC0104	Discuss generally accepted principles of replenishing and reconciling petty cash	30
IAC0201	Explain the principles of issuing cash (float) per cashier	10
IAC0202	Discuss the importance of verifying change (coins and notes) received	10
IAC0203	Discuss change (float) safety measures	10
IAC0204	Discuss the process and tools required for monitoring and controlling floats	10
IAC0205	List and discuss security and fraud prevention measures	10

3.1.2 Criteria for accreditation

Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	<ul style="list-style-type: none"> All relevant equipment conducive to a learning environment
CONSUMABLES	<ul style="list-style-type: none"> Hand-outs and stationery

	<ul style="list-style-type: none"> Learning materials and guides for the principles and concepts of change and float control
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ASSESSMENT CENTRE	
EQUIPMENT & TOOLS	<ul style="list-style-type: none"> All equipment conducive to an assessment environment
CONSUMABLES	<ul style="list-style-type: none"> Hand-outs and stationery Assessment materials

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	<ul style="list-style-type: none"> Facilitators must have relevant industry experience related to the subject.
FACILITATOR/LEARNER RATIO	1 to 20

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	<ul style="list-style-type: none"> Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 2-4 years' experience relevant to the subject. Assessors must have relevant industry experience related to the subject.
FACILITATOR/LEARNER RATIO	1 to 20

Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	<ul style="list-style-type: none"> Registered as a provider A legal business entity Meet health and safety standards
FACILITATOR/LEARNER RATIO	1 to 20

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	<ul style="list-style-type: none"> Registered as an assessment centre A legal business entity Meet health and safety standards

ASSESSOR/LEARNER RATIO	1 to 20
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Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)
None

ASSESSMENT CENTRE
None

3.1.3 Exemptions

None

3.2 Practical Skill Module (AM) Specifications:

NB: MODE OF DELIVERY e.g. face-to-face/contact, online, e-learning, mobile training unit, blended, distance, etc

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-01-PM-01	Balance tills and record takings	3	6	Face to face, Online
411102-000-01-PM-02	Calculate the store takings	3	6	Face to face, Online
411102-000-01- PM-03	Deposit the day's takings	3	6	Face to face, Online
411102-000-01-PM-04	Control change (float) and petty cash	3	2	Face to face, Online

Total Credits = 20

3.2.1 Detailing Practical Module (AM) contents

Practical Module (AM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-01-PM-01	Balance tills and record takings	3	6	Face to face, Online

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner with supervised and unsupervised opportunities, to apply principles of balancing and consolidating multiple tills and recording takings.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-01-PS01	Calculate expected till takings
PM-01-PS02	Balance the till

(c) Scope of each Practical Skill Activity:

PM-01-PS01: Calculate expected till takings	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
Given till (PoS) equipment, related stationery/documentation (computerised tills and manual tills), cash-up stationery, opening and closing till readings and an assortment of different payment methods, i.e. notes, coins, cheques, bank cards (credit/debit cards are different), fleet cards, coupon and gift/virtual vouchers, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Record opening and closing takings
PA0102	Calculate the expected takings for the cashier

PM-01-PS02: Balance the till	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given till (PoS) equipment, related stationery/documentation (computerised tills and manual tills), cash-up stationery, opening and closing till readings and an assortment of different payment methods, i.e. notes, coins, cheques, bank cards (credit/debit cards are different), fleet cards, coupon and gift/virtual vouchers, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Separate the change (float)
PA0202	Count, record and consolidate takings received
PA0203	Calculate and record till shorts and overs

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Techniques for identifying the different readings
AK0102	Techniques for calculating expected takings
AK0103	Techniques for recording readings
AK0201	Techniques for calculating and separating floats from takings
AK0202	Methods for counting and recording the various forms of payment received
AK0203	Methods for consolidating total till takings
AK0204	Methods for calculating shorts and overs
AK0205	Techniques for minimising losses while balancing tills

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	The opening and closing readings are recorded as per the given documentation
IAC0102	The expected takings are calculated according to the given readings
IAC0201	Full float is separated according to the given information and in a manner that minimises losses
IAC0202	All forms of payment are accurately counted and recorded in terms of the cashiers' takings received, in a manner that minimises losses

IAC0203	Overs and shorts are calculated and recorded according to the readings and takings in a manner that minimises losses
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Practical Module (PM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-01-PM-02	Calculate the store takings	3	6	Face to face, Online

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner with supervised and unsupervised opportunities, to practice investigating, recording and reporting possible shorts and overs, while using the appropriate documentation.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-02-PS01	Calculate expected store takings
PM-02-PS02	Sort and separate the payment methods

(c) Scope of each Practical Skill Activity:

PM-02-PS01: Calculate expected store takings	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
Given the opening and closing readings for a minimum of 5 tills, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Calculate the expected takings for each till
PA0102	Consolidate the expected takings for the store

PM-02-PS02: Sort and separate the payment methods	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given till equipment and an assortment of products with different input data including bar-codes, price, product code, products with no input data, products unknown to the system, learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Sort and separate the different payment methods
PA0202	Balance cash and coins
PA0203	Consolidate and record non-bankables

PA0204	Calculate banking overs and shorts
PA0205	Apply techniques for minimising losses while balancing the store takings

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Methods for calculating till takings
AK0102	Methods for consolidating daily takings
AK0201	Methods for identifying and sorting and separating the different payment methods
AK0202	Techniques for balancing cash and coins
AK0203	Techniques for consolidate and record non-bankables
AK0204	Techniques for calculating and solving banking overs and shorts

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Each till's takings were calculated to the given readings
IAC0102	Consolidated till takings for the store is calculated using the expected till takings for each individual till
IAC0201	The different payment methods are correctly sorted and separated according to the payments received, in a manner that minimises losses
IAC0202	Cash and coins are balanced according to the takings received, in a manner that minimises losses
IAC0203	Non-bankables are consolidated and recorded according to the payment methods received, in a manner that minimises losses
IAC0204	The overs and shorts in the banking are correctly identified and solved in a manner that minimises losses

Practical Module (AM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-01-PM-03	Deposit the day's takings	3	6	Face to face, Online

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner with supervised and unsupervised opportunities, to practice performing balancing daily takings, by implementing

accurate methods to prepare deposits of the day while accurately completing the correct documentation.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-03-PS01	Prepare and record the deposit
PM-03-PS02	Deposit the day's takings

(c) Scope of each Practical Skill Activity:

PM-03-PS01: Prepare and record the deposit	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:	
Given details of coins and notes, company documentation, relevant policies and procedures and the required bank documentation, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Complete the required documentation for the bank
PA0102	Complete the required store documentation

PM-03-PS02: Deposit the day's takings	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given store and bank documentation, the required bags and security seals plus a copy of a completed bank deposit slip, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Secure cash for the bank deposit or collection
PA0202	Complete bank deposit slip or cash collection documentation (These include, but are not limited to cash-in-transit (CIT), security guard approvals, drop-safe receipts, and such)
PA0203	Reconcile bank statement to completed deposit slip or CIT documentation on returning from the bank

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Techniques for completing bank documentation
AK0102	Methods for completing store banking documentation
AK0201	Procedure for securing cash for deposit

AK0202	Methods for completing cash collection guard documentation
AK0203	Techniques for reconciling completed deposit slip on returning from the bank

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Bank documentation is completed as required by the bank
IAC0102	Store documentation is accurately completed as per policies and procedures
IAC0201	The cash to be deposited is secured in a manner that will minimise losses according to the relevant policies and procedures of the store and the guards
IAC0202	Documentation for deposits and/or cash collection guards is accurately completed according to the information and policies and procedures
IAC0203	The signed deposit slip received back from the bank is reconciled and discrepancies reconciled according to the given information

Practical Module (AM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
411102-000-01-PM-04	Control change (float) and petty cash	3	2	Face to face, Online

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner with supervised and unsupervised opportunities, to perform uplifts, cash ups, ordering and controlling change and petty cash.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-04-PS01	Issue petty cash
PM-04-PS02	Order and receive change (float)

(c) Scope of each Practical Skill Activity:

PM-04-PS01: Issue petty cash
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:
Given a store and bank documentation, the required bags and security seals plus a copy of a completed bank deposit slip the learner must be able to:

PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Identify the cause of losses to petty cash and propose improvement to procedures to prevent further losses
PA0102	Reconcile petty cash and apply for additional expenses
PA0103	Identify the cause of losses to petty cash and propose improvements to procedures to prevent such losses

PM-04-PS02: Order and receive change (float)	
PRACTICAL SKILL ACTIVITY SCOPE OUTLINE	
Given a till drawer with a float, safety and security measures and change requirements the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Asses the quantity of required change (float) for a busy and quiet time of the month
PA0202	Complete documentation to order change (float)
PA0203	Receive and check change (float)

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLDEGE CODE	APPLIED KNOWLEDGE
AK0101	Methods for assessing change requirements
AK0102	Procedures for completing relevant documentation
AK0103	Procedures for receiving and checking change
AK0104	Techniques for minimising losses
AK0201	Techniques for analysing case studies
AK0202	Techniques for proposing improvements to store policies
AK0203	Techniques for resolving errors

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	A bank error is identified
IAC0102	A solution is proposed for resolving a bank error to ensure that the store gets its money back

IAC0103	The proposed improvements to procedures for controlling change (floats) are practical and would contribute to minimising losses
IAC0104	The proposed improvements to procedures for controlling change (floats) are practical and would contribute to minimising losses
IAC0201	The quantities of petty cash ordered, are relevant and practical for the time of month and expected turnover of the store
IAC0202	Documentation is accurately completed according to the requirements of the store and the bank
IAC0203	Petty cash received, is checked and discrepancies are identified

3.3.3 Criteria for accreditation

Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.

Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Operational back office
CONSUMABLES	Stationery

WORKPLACE PROVIDER (WP)	
EQUIPMENT & TOOLS	Operational back office
CONSUMABLES	Stationery

ASSESSMENT CENTRE	
EQUIPMENT & TOOLS	<ul style="list-style-type: none"> Simulated or actual various forms of payment such as credit cards, cash and cheques PoS equipment such as till drawers and speed points
CONSUMABLES	<ul style="list-style-type: none"> Stationery

Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	<ul style="list-style-type: none"> Facilitators to have relevant knowledge and experience in back office operations of a retail and wholesale outlet. Individuals compiling the internal assessments must have either an industry-related qualification at least one level higher than this qualification, or have

	operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
FACILITATOR/LEARNER RATIO	1 to 20

WORKPLACE PROVIDER (WP)	
QUALIFICATIONS & EXPERIENCE	Supervisor/Manager with at least 1 year's experience of back office operations
FACILITATOR/LEARNER RATIO	1 to 5

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	<ul style="list-style-type: none"> Assessors must have relevant industry experience related to the subject. Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject. Assessors must have relevant industry experience related to the subject. Supervisor/Manager with at least 1 year experience of back office operations
FACILITATOR/LEARNER RATIO	1 to 20

Legal Requirements:

WORKPLACE PROVIDER (WP)	
QUALIFICATIONS & EXPERIENCE	<ul style="list-style-type: none"> Registered as a formal business Compliant with all relevant legal requirements for wholesale or retail
MENTOR/LEARNER RATIO	1 to 4

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	<ul style="list-style-type: none"> Registered as a formal business Compliant with all relevant legal requirements for wholesale or retail
MENTOR/LEARNER RATIO	1 to 4

Additional Requirements:

WORKPLACE PROVIDER (WP)
Should a workplace not have all the necessary physical requirements they are allowed to enter into formal agreements with other workplaces that do have the required list of physical requirements in order to achieve accreditation.

ASSESSMENT CENTRE
N/A

3.3.4 Exemptions

None

3.3.5 Additional Assignments to be Assessed Externally

None

3.4 POSSIBLE SEQUENCING AND INTEGRATION

Listing and order of modules in the sequence in which these modules will follow each other during delivery/implementation. This allows for integration of KM, AM (PM/ AM) as work logically flows.

ORDER	MODULE TITLE	MODULE CODE	LEVEL	CREDITS
1.				
2.				