



Quality Council for Trades & Occupations

[www.qcto.org.za](http://www.qcto.org.za)

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## SKILLS PROGRAMME CURRICULUM DOCUMENT

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

QUALIFICATION/PART-QUALIFICATION/SKILLS PROGRAMME	TYPE (NOMENCLATURE)	TITLE (DESCRIPTOR)	NQF LEVEL	CREDITS
Skills Programme	Skills Programme	Checkout Operator	2	40
CURRICULUM CODE	532101-000-01-00 (SP241106)			
PARTNER DETAILS	ORGANISATION NAME	WEBSITE ADDRESS	TELEPHONE NUMBER	LOGO
QUALITY PARTNER - DEVELOPMENT	W&RSETA	<a href="http://www.wrseta.org.za">www.wrseta.org.za</a>	(012) 622-9500	
QUALITY PARTNER – ASSESSMENT (NOT APPLICABLE FOR SKILLS PROGRAMME)	W&RSETA	<a href="http://www.wrseta.org.za">www.wrseta.org.za</a>	(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

523101: Checkout Operator

#### 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	Checkout Operator	2	40	532101-000-01-00 (SP241106)

#### 1.1.3 Alternative titles used by industry:

- Teller
- Point of Sale Operator
- Cash Register Operator
- Till Operator
- Grocery Checkout Operator
- Service Station Console Operator
- Cashier

### 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 outlets, restaurants, hotels, warehouse checkout

roles, pharmacy checkout operators, ticket counters for public transportation, event and concert venues, theme parks, gyms and fitness centers, small retail stores, informal traders, wholesalers.

#### (b) Learning Opportunities:

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

Cash office clerk, supervisor, customer service, sales and store manager, merchandiser.

### 1.3 Curriculum Structure:

#### 1.3.1 Knowledge/Theory Modules:

- 523101-000-01-00-KM-01, Principles of customer service, NQF Level 2, Credits 3
- 523101-000-01-00-KM-02, Principles of recording transactions and processing payments, NQF Level 2, Credits 3
- 523101-000-00-01-KM-03, Concepts and generally accepted methods for cashing up, NQF Level 2, Credits 2
- 523101-000-00-KM-04, Key concepts of packing, NQF Level 2, Credits 2

Total number of credits: 10

#### 1.3.2 Practical Skills Modules:

- 523101-000-01-00-PM-01, Communicate with customers, NQF Level 2, Credits 8
- 523101-000-01-00-PM-02, Operate Point of Sale, NQF Level 2, Credits 11
- 523101-000-01-00-PM-03, Cash up Point of Sale and control change, NQF Level 2, Credits 8
- 523101-000-01-00-PM-04, Pack customer purchases at Point of Sale, NQF Level 2, Credits 3

Total number of credits: 30

### 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:

<b>NAME OF BODY:</b>	Wholesale and Retail SETA
<b>ADDRESS OF BODY:</b>	Hennops House, 1303 Heuwel Avenue, Cnr. Lenchen South and Heuwel Avenue Centurion, PRETORIA
<b>WEBSITE:</b>	Sipho Khoza
<b>TELEPHONE NUMBER:</b>	(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 Checkout Operator.

A Checkout Operator promotes customer loyalty while recording purchases and receiving payment and minimising losses to the establishment.

A qualified learner will be able to:

- Communicate with customers in a wholesale and/or retail environment.
- Record sales and process payments in a wholesale and/or retail environment.
- Cash up and control change in a wholesale and/or retail environment.
- Pack customer purchases at Point of Sale

### 2.2 Tasks:

TASK	LINKS TO ELO
Communicate with customers in a wholesale and/or retail environment	Engage with customers in a courteous and professional manner.
	Effectively convey product information and store policies.
Record sales and process payments in a wholesale and/or retail environment	Correctly record the product sale using the point-of-sale (POS) system.
	Process various forms of payment in accordance with organisational standards.
Cash up and control change in a wholesale and/or retail environment	Reconcile the till's cash balance with the sales transactions processed during their shift.
	Maintain a proper balance of cash in the till while adhering to cash handling protocols set by the organisation.
Pack customer purchases at Point of Sale	Pack customer purchases securely and efficiently items into appropriate bags or containers at the Point of Sale.
	Organise items logically within the bag or container while ensuring the safety and integrity of the products.

### 2.3 Skills Programme Task Details:

#### 2.3.1 Task 1

Communicate with customers in a wholesale and/or retail environment

(a) Unique Product or Service:

## Strengthened customer service

(b) Responsibilities:

- Communicate with customers

(c) Contexts:

- Processes and procedures of interacting with customers

### 2.3.2 Task 2

Record sales and process payment in a wholesale and/or retail environment

(a) Unique Product or Service:

Accurately recorded sales and payment resulting in minimised losses

(b) Responsibilities:

- Operate a Point-of-Sale (PoS)

(c) Contexts:

- Processes and procedures of recording transactions and processing payment

### 2.3.3 Task 3

Cash up and control change in a wholesale and/or retail environment

(a) Unique Product or Service:

Accurately recorded takings and securely controlled change

(b) Responsibilities:

- Cash up Point of Sale (PoS) and control change

(c) Contexts:

- Processes and procedures of balancing takings and controlling change

### 2.3.4 Task 4

Pack customer purchases at Point of Sale

(a) Unique Product or Service:

Purchases packed safely

(b) Responsibilities:

- Pack customer purchases safely according to stock characteristics

(c) Contexts:

- Processes and procedures for packing purchases
- Policies and guidelines around packing and safety requirements



## 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
523101-000-01-KM-01	Principles of customer service	2	3	Face to face, online, blended
523101-000-01-KM-02	Principles of recording transactions and processing of payments	2	3	Face to face, online, blended
523101-000-01-KM-03	Concepts and generally accepted methods for cashing up	2	2	Face to face, online, blended
523101-000-01-KM-04	Key concepts of packing	2	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
523101-000-01-KM-01	Principles of customer service	2	3	Face to face, online, blended

##### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to ensure an understanding of the principles and methods of communication and providing customer service.

##### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-01-KT01	Principles of promoting a positive image	10
KM-01-KT02	Communication principles	40
KM-01-KT03	Concepts of customer interaction	40
KM-01-KT04	Principles of handling customer queries	10

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

KM-01-KT01: Principles of promoting a positive image (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	The role of the checkout operator in wholesale and retail	4
KT0102	The importance of time keeping	3
KT0103	The importance and standards of personal neatness and hygiene, and work area housekeeping	3

KM-01-KT02: Communication principles (40%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Definition of communication	10
KT0202	The face-to-face communication process	5
KT0203	Verbal and non-verbal communication	5
KT0204	Barriers to communication	5
KT0205	Implications of good and bad communication	5
KT0206	The importance of using retail concepts and terminology correctly	5
KT0207	Listening skills	5

KM-01-KT03: Concepts of customer interaction (40%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Customer expectations	5
KT0302	The importance of welcoming customers	5
KT0303	Ways of welcoming customers	5
KT0304	Types of customer diversity	5
KT0305	Regulations / legislation impacting customers	5
KT0306	The importance of packing customer's purchases correctly	5

KM-01-KT04: Principles of handling customer queries (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT

KT0401	The importance of keeping promises	4
KT0402	Types of customer queries	2
KT0403	The importance of handling customer queries correctly	2
KT0404	Principles for handling conflict	2

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Explain the role of the checkout operator in the wholesale and retail industry	4
IAC0102	Explain the importance of timekeeping and its impact on teammates and customers	3
IAC0103	Explain the importance and required standards of personal and workplace neatness and hygiene	3
IAC0201	Define communication	10
IAC0202	Describe the elements of face-to-face communication, including listening skills	5
IAC0203	Explain the nature of verbal and non-verbal communication	10
IAC0204	List 3 barriers to communication and describe methods for overcoming them	8
IAC0205	Describe the importance of using retail concepts and terminology correctly	7
IAC0301	Explain what customers expect of a cashier	6
IAC0302	Explain the importance of making a customer feel welcome and describe how you will do this.	6
IAC0303	Explain your understanding of different types of customers, including customer diversity and how this could impact on communication	6
IAC0304	Explain the importance of packing as an essential element of customer service	6
IAC0305	List the various regulations that a cashier might have to know and briefly describe what each one covers	6
IAC0401	Describe 5 queries cashiers might have to answer and give examples of appropriate responses	4

IAC0402	Explain the consequences of making and not keeping promises to customers	2
IAC0403	Explain the importance of handling queries correctly	2
IAC0404	Explain the correct way to handle a conflict situation with a customer	2

### Knowledge Module (KM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
523101-001-01-KM-02	Principles of recording transactions and processing of payments	2	3	Face to face, online, blended

#### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to ensure an understanding of the processes for recording transactions and processing payment in a wholesale or retail environment.

#### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-02-KT01	Concepts and impact of shrinkage	5
KM-02-KT02	Typical methods used in the industry for start of day and closing a Point-of-Sale (PoS)	10
KM-02-KT03	Generally accepted methods for recording transactions used in the industry	35
KM-02-KT04	Generally accepted methods for processing payment	45
KM-02-KT05	Generally accepted methods for handling refunds and exchanges	5

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

KM-02-KT01: Concepts and impact of shrinkage (5%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	The concept of shrinkage and losses	3
KT0102	The effect of shrinkage and losses on staff and organisations	2

KM-02-KT02: Typical methods used in the industry for start of day and closing a Point-of-Sale (PoS) (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Concepts for start and end-of-day	4
KT0202	Generally accepted methods for Start-of-Day on manual and/or computerised PoS	2
KT0203	Generally accepted methods for closing at end-of-day/sign-off and for tea and lunch breaks	2
KT0204	Typical methods for shrinkage prevention at start-of-day and when closing at end-of-day/sign-off and for tea and lunch breaks	2

KM-02-KT03: Generally accepted methods for recording transactions used in the industry (35%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Different ways of recording transactions and their requirements	5
KT0302	The importance of recording transactions correctly	5
KT0303	Ways in which losses occur while recording transaction and how to minimise them	5
KT0304	Ways in which recording transactions affect stock balances and new orders	5
KT0305	Typical errors and problems when operating a PoS	5
KT0306	Generally accepted methods for correcting errors and problems when operating a PoS	5
KT0307	The importance of having transactions authorised	5

KM-02-KT04: Generally accepted methods for processing payment (45%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	The various forms of payment accepted in the industry (These include, but are not limited to, cash, cheques, credit, tap-and-go, debit and loyalty cards, vouchers, coupons, and such).	10

KT0402	Generally accepted methods for processing the various forms of payment	5
KT0403	Ways in which losses can occur while processing payment	5
KT0404	Generally accepted methods for loss prevention while processing payment	5
KT0405	Basic payment calculations (These include, but are not limited, total sales, discounts, refunds, and such)	5
KT0406	The importance of sales dockets	5
KT0407	Typical methods for handling sales dockets	5
KT0408	Payment transactions requiring authorisation and generally accepted methods for requesting authorisation	5

KM-02-KT05 Generally accepted methods of handling refunds and exchanges (5%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Reasons for refunds and exchanges	3
KT0502	Typical information required for recording refunds and exchanges	2

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Define the concept of shrinkage	3
IAC0102	Explain how shrinkage and losses affect an organisation and its staff	2
IAC0201	Explain the concept of start-of-day and end-of-day for a cashier	4
IAC0202	Explain the generally accepted methods for start-of-day on manual and/or computerised PoS	2
IAC0203	Explain the generally accepted methods for closing at end-of-day/sign-off and for breaks	2
IAC0204	Explain typical methods of shrinkage prevention at start-of-day and when closing at end-of-day and sign off and for breaks	2
IAC0301	Explain the different ways of recording transactions used in the industry	5

IAC0302	Explain why it is important to record sales correctly	5
IAC0303	Explain how losses could occur while recording transactions and how to minimise losses	5
IAC0304	Explain how recording transactions affect stock balances and new orders	5
IAC0305	Describe typical errors made by cashiers and generally accepted methods for correcting them	5
IAC0306	Describe typical problems a cashier could encounter while recording transactions and generally accepted methods for solving them	5
IAC0307	Explain the importance of having errors and problems resolved and authorised.	5
IAC0401	List 4 forms of payment accepted in the industry and describe generally accepted methods for processing them	10
IAC0402	List 3 ways that losses could occur when accepting payment and describe actions to minimise them	5
IAC0403	Discuss basic payment calculations	10
IAC0404	Explain why sale dockets are important to the customer	5
IAC0405	Describe typical methods for producing and handling sales dockets in the industry	10
IAC0406	Describe typical payment options that may require authorisation	5
IAC0501	Describe typical reasons for a request for a refund and/or exchange	3
IAC0502	Explain typical information required for recording refunds and exchanges	2

### Knowledge Module (KM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
523101-001-01-KM-03	Concepts and generally accepted methods for cashing up	2	2	Face to face, online, blended

#### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to ensure an understanding of the process required when cashing up, balancing tills, and controlling floats, change and till variances.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-03-KT01	Generally accepted methods for cashing up	50
KM-03-KT02	PoS variances	10
KM-03-KT03	Concept of pick-ups/uplifts	20
KM-03-KT04	Typical methods for controlling change	10
KM-03-KT05	Typical methods for requisitioning change	10

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

KM-03-KT01: Generally accepted methods for cashing up (50%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	The concept of balancing actual takings to expected takings	10
KT0102	Typical methods of loss prevention while cashing up	10
KT0103	The concept of change (floats)	10
KT0104	Typical methods for counting change (floats)	5
KT0105	The importance of accuracy	5
KT0106	Generally accepted methods for recording till takings	10

KM-03-KT02: PoS variances (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	The concept of till variances	2
KT0202	Reason for organisations having policies to manage till variances	2
KT0203	Typical policies covering the handling of till variances	2
KT0204	Causes of variances and methods for minimising variances	2
KT0205	Strategies for resolving till variances	2

KM-03-KT03: Concept of Pick-ups/Uplifts. (20%)		
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TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	The concept of pick-ups/uplifts	5
KT0302	The reasons for pick-ups/uplifts	5
KT0303	Generally accepted methods for implementing pick-ups/uplifts	10

KM-03-KT04: Typical methods of controlling change (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	The importance of controlling change	5
KT0402	How losses occur when handling change and generally accepted methods for preventing these losses	3
KT0403	Problems encountered when handling change and typical methods for resolving them	2

KM-03-KT05: Typical methods for requisitioning change (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Typical methods for change requisition	4
KT0502	The concept of ordering change according to expected sales	2
KT0503	Ways for receiving change	2
KT0504	Typical methods for replenishing till drawers with change	2

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Explain the objective of cashing up and generally accepted methods for cashing up.	10
IAC0102	Explain how losses could occur while cashing up and what a cashier can do to minimise losses.	10
IAC0103	Describe generally accepted methods for recording till takings used in the industry.	10

IAC0104	Explain the importance of accuracy when cashing up.	10
IAC0105	Describe typical methods used in the industry for counting floats.	10
IAC0201	Define and describe the concept of till variances.	4
IAC0202	Explain why businesses have policies for managing till variances and describe typical consequences for regular till variances.	2
IAC0203	Explain the causes of till variances and how to minimise them.	2
IAC0204	Explain strategies to resolve till variances.	2
IAC0301	Explain the concept and need for pick-ups/up-lifts.	10
IAC0302	Describe generally accepted methods used in the industry to perform pick-ups/up-lifts.	10
IAC0401	Explain the importance of correct control of change.	5
IAC0402	Describe how to minimise losses when handling change.	3
IAC0403	Describe problems a cashier could encounter when handling change and how these should be resolved.	2
IAC0501	Describe typical methods for ordering change for a PoS.	4
IAC0502	Describe typical methods used to receive change and replenish till drawers.	2
IAC0503	Explain why it is important to order change according to expected sales.	4

#### Knowledge Module (KM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
523101-000-01-KM-04	Key concepts of packing	2	2	Face to face, online, blended

#### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to ensure an understanding of the process required when packing customer goods at a PoS to ensure minimised damage and enhanced customer satisfaction.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-04-KT01	Factors impacting customer goods	50
KM-04-KT02	Packing accuracy principles	20
KM-04-KT03	Elements of packing goods	30

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

KM-04-KT01: Factors impacting Customer Goods (50%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Legislative and regulatory compliance and its impact on organisations (These include, but are not limited to, Occupational Health and Safety (OSHA), POPIA, financial regulations, labelling, Foodstuffs, Cosmetics and Disinfectants Act (FCDA), and such)	20
KT0102	Bag charging and parcel packing principles	10
KT0103	Goods characteristics (These include, but are not limited to, the size, weight, type, perishability, fragility of goods, food hygiene, and such) and associated packing material (These include, but are not limited to, type of package, double-bagging, protective wrapping, and such)	20

KM-04-KT02: Packing accuracy principles (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Packing guidelines	10
KT0202	Possible causes of damages	5
KT0203	Potential causes of injury to customers	5

KM-04-KT03: Elements of packing goods (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Stock levels of packing material	5
KT0302	Packing according to type of goods (These include, but are not limited to food and beverages,	10

	household goods, personal care items, office provisions, medical supplies)	
KT0303	Packing and personal hygiene	5
KT0304	Packing and customer service experience	10

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Discuss applicable legislative and regulatory compliance requirements and its impact on organisations	20
IAC0102	Explain the principles of bag charging and parcel packing	10
IAC0103	Explain the use of different types of packaging at the PoS as it applies to goods characteristics	20
IAC0201	Explain the relevance of packing guidelines	10
IAC0202	Provide examples of possible damages to packaging and goods	5
IAC0203	Explain how incorrect packaging can cause injury to customers	5
IAC0301	Discuss how to maintain packing material stock levels	5
IAC0302	Explain why similar goods need to be packed together	10
IAC0303	Discuss the importance of personal hygiene during packing	5
IAC0304	Explain the impact of accurate packing on the customer service experience	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"> <li>Provider to have real or simulated wholesale or retail environment</li> </ul>

	<ul style="list-style-type: none"> <li>Classroom furniture (chairs and tables, audiovisual equipment, and all other required equipment)</li> <li>Learning material covering the checkout operations of retail and wholesale outlets</li> </ul>
<b>CONSUMABLES</b>	Handouts and stationery

<b>ASSESSMENT CENTRE</b>	
<b>EQUIPMENT &amp; TOOLS</b>	<ul style="list-style-type: none"> <li>Provider to have real or simulated wholesale or retail environment</li> <li>Classroom furniture (chairs and tables, audiovisual equipment, and all other required equipment)</li> <li>Assessment material covering the checkout operations of a retail and wholesale outlet</li> </ul>
<b>CONSUMABLES</b>	Handouts and stationery

#### Human Resource Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Facilitators must have relevant industry experience related to the subject.</li> </ul>
<b>FACILITATOR/LEARNER RATIO</b>	1 to 30

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Assessors must have relevant industry experience related to the subject.</li> <li>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.</li> <li>Assessors must have relevant industry experience related to the subject.</li> </ul>
<b>ASSESSOR/LEARNER RATIO</b>	1 to 30

#### Legal Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>A legal business entity</li> </ul>

	<ul style="list-style-type: none"> <li>Meet health and safety standards</li> </ul>
<b>FACILITATOR/LEARNER RATIO</b>	1 to 30

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Registered as an assessment centre</li> <li>A legal business entity</li> <li>Meet health and safety standards</li> </ul>
<b>FACILITATOR/LEARNER RATIO</b>	1 to 30

#### Additional Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>
None

<b>ASSESSMENT CENTRE</b>
N/A

### 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
523101-000-01-PM-01	Communicate with customers under supervision	2	8	Face to face
523101-000-01-PM-02	Operate Point-of-Sale (PoS) system under supervision	2	10	Face to face
523101-000-01-PM-03	Cash-up Point-of-Sale (PoS) and control change under supervision	2	8	Face to face
523101-000-01-PM-04	Pack customer goods at Point of Sale (PoS)	2	3	Face to face

Total Credits = 30

#### 3.2.1 Detailing Practical Module (AM) contents

##### Practical Module (AM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
523101-000-01-PM-01	Communicate with customers in a wholesale and/or retail environment	2	8	Face to face

##### (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 applying communication principles.

##### (b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-01-PS01	Communicate with customers by applying communication principles
PM-01-PS02	Handle customer queries
PM-01-PS03	Process refunds and exchanges

(c) Scope of each Practical Skill Activity:

PM-01-PS01: Communicate with customers by applying communication principles	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given a set of role play scenarios comprising of situations between staff and various types of customers (happy, irate, lost, unhappy, etc.) including customer diversity and shopping scenarios where each learner takes the role of the staff member as well as the customer, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0101	Respond in a professional and attentive manner to customers (These include, but are not limited to issues relating to insufficient funds, faulty equipment, declined cards, possible fraud, counterfeit notes, promotions, sales, product queries, guarantees, and such)
PA0102	Demonstrate active listening skills
PA0103	Demonstrate appropriate body language

PM-01-PS02: Handle customer queries	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a set of role-play scenarios comprising typical customer queries and requests for information on the store and products and a variety of diverse customers with different attitudes, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0201	Respond appropriately to the queries that a cashier could handle
PA0202	Communicate appropriately where a query needs to be escalated
PA0203	Use retail terms correctly

PM-01-PS03: Process refunds and exchanges	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a set of role-play scenarios comprising typical customer queries and requests for information on the store and products and a variety of diverse customers with different attitudes, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>



PA0301	Communicate to the customer the need to escalate requests for refunds and exchanges
PA0302	Process refunds and exchanges

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Techniques for responding to the various scenarios
AK0102	Techniques for participating in role plays
AK0103	Methods for displaying body language
AK0201	Methods for responding to the various scenarios
AK0202	Techniques for participating in role plays
AK0203	Use of retail terms
AK0301	Customer escalation guidelines
AK0302	Refunds and exchange processes

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	The response by the learner role playing the staff member is appropriate to the scenario
IAC0102	Listening skills are demonstrated by the learner responding appropriately according to the scenario
IAC0103	The body language demonstrated is appropriate to the scenario
IAC0104	The person playing the customer is satisfied with the response to the situation
IAC0201	The actual query is correctly identified from the given scenarios and matched with an appropriate response
IAC0202	Retail terms used in the response are correct
IAC0301	The need to escalate the query is communicated to the customer in a manner that promotes customer satisfaction
IAC0302	Refunds and exchanges are processed

**Practical Module (AM) - 02**

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
523101-000-01-PM-02	Operate Point-of-Sale (PoS) system	2	10	Face to face

(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 recording sales and processing various forms of payment in a manner that minimises shrinkage.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-02-PS01	Prepare start-of-day
PM-02-PS02	Record sales
PM-02-PS03	Process payments
PM-02-PS04	Handle a request for a refund
PM-02-PS05	Close Point-of-Sale (PoS) for breaks and perform end-of-day

(c) Scope of each Practical Skill Activity:

PM-02-PS01: Prepare start-of-day	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given Point-of-Sale (PoS) equipment (tills) and a variety of stationery learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Ensure availability of the appropriate stationery
PA0102	Collect and verify the change (float)
PA0103	Prepare the Point-of-Sale (PoS)
PA0104	Sign-on

PM-02-PS02: Record sales	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given Point-of-Sale (PoS) equipment (computerised tills) and an assortment of products with different input data including bar-codes, price, product code, products with no input data, damaged products unknown to the system, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0201	Record sales transactions

PA0202	Correct errors and problems occurring while recording sales
PA0203	Record refunds and exchanges
PA0204	Minimise shrinkage and losses

PM-02-PS03: Process payment	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a computerised Point-of-Sale (PoS), company policies regarding payment methods acceptable, the different forms of simulated payment methods, sales recorded on a PoS and someone taking the role of a customer, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0301	Identify acceptable and unacceptable forms of payment
PA0302	Process acceptable payment
PA0303	Hand over correct change in a professional manner
PA0304	Notify the customer of payment not acceptable
PA0305	Request authorisation, where required
PA0306	Minimise shrinkage when processing payment

PM-02-PS04: Handle a request for a refund	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a computerised Point-of-Sale (PoS), company policies regarding refund methods acceptable, the different forms of simulated payment methods, sales recorded on a Point-of-Sale (PoS) and someone taking the role of a customer, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0401	Communicate refund policy
PA0402	Evaluate situation and determine best course of action
PA0403	Deal with exceptional cases (such as lost receipts, damaged goods)
PA0404	Escalate, if necessary
PA0405	Process refunds promptly

PM-02-PS05: Close PoS for breaks and perform end-of-day	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a computerised PoS and typical policies in terms of closing for breaks, end-of-day and housekeeping standards, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0501	Close off the till for breaks
PA0502	Perform end-of-day
PA0503	Implement housekeeping at the PoS

(d) Applied Knowledge that underpins the Practical Skill

<b>APPLIED KNOWLEDGE CODE</b>	<b>APPLIED KNOWLEDGE</b>
AK0101	Stationery required at a PoS in order to provide the required level of customer service
AK0102	Methods for preparing the PoS
AK0103	Method for signing onto the PoS
AK0104	The value and makeup of the required float
AK0201	Use of PoS
AK0202	Methods for identifying different input data for recording products sold
AK0203	Techniques for solving sales capturing problems
AK0301	Techniques for shrinkage prevention measures for the different forms of payment
AK0302	Techniques for solving payment queries and problems
AK0303	Techniques for identifying acceptable and unacceptable forms of payment
AK0304	Methods for processing payment on the PoS
AK0401	Customer service
AK0402	Effective communication
AK0403	Conflict handling
AK0404	Problem-solving
AK0405	Procedures for handling refunds and exchanges
AK0501	End-of-day procedures

AK0502	PoS housekeeping standards
AK0503	Processes for closing PoS at breaks

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	All the stationery is selected to prepare the PoS for the day
IAC0102	The Point-of-Sale (PoS) is correctly prepared according to the prescribed methods
IAC0103	The learner signs on to the PoS as required by the system
IAC0104	The change (float) is checked and verified to meet requirements
IAC0201	All products and prices are correctly recorded
IAC0202	The responses to the various errors and problems are appropriate
IAC0203	Products and prices are recorded in a way that minimises shrinkage
IAC0204	Requests for refunds and exchanges are recorded as required by the system
IAC0301	Unacceptable forms of payment are correctly identified as per the given forms of payment
IAC0302	Acceptable forms of payment are correctly processed and, where change is required, the correct value is given in a professional manner
IAC0303	Authorisation is requested, where required.
IAC0304	The customer is notified of unacceptable payment in a manner that promotes customer service
IAC0305	Payment is processed in a manner that minimises the chance of shrinkage occurring
IAC0401	Refund policy is communicated to customer
IAC0402	The situation evaluated and the best course of action is determined
IAC0403	Exceptional cases are identified and dealt with efficiently
IAC0404	Refunds are processed promptly, and escalated, where necessary
IAC0501	The Point-of-Sale (PoS) is closed off at breaks according to the policies provided.
IAC0502	End-of-day procedures are performed according to the policies provided
IAC0503	Housekeeping of the Point-of-Sale (PoS) meets the required standard

### Practical Module (AM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
523101-001-01-PM-03	Cash up Point-of-Sale (PoS) and control change	2	8	Face to face

#### (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 pick-ups/uplifts, cash up, order and control change.

#### (b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-03-PS01	Cash up
PM-03-PS02	Control change (float)
PM-03-PS03	Perform pick-up/uplift

#### (c) Scope of each Practical Skill Activity:

PM-03-PS01: Cash up	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given a till drawer with a float, simulated forms of the different forms of payment, and cash up stationery the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Count and separate the cash
PA0102	Record and hand in all the day's takings (these include, but are not limited to non-bankables, bankables, and such)

PM-03-PS02: Control change (float)	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a till drawer with a float, information on how busy the store is at different times of the week/month and change requirements, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS

PA0201	Requisition change (float) for a weekend, for mid-week and for a busy month end
PA0202	Complete the necessary documentation

PM-03-PS03: Perform pick-up/uplift	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a till drawer with simulated forms of the various types of payment and stationery for recording uplifts and company policies, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0301	Count and hand in the appropriate types of payment
PA0302	Follow procedures for completing the pick-up/uplift documentation

(d) Applied Knowledge that underpins the Practical Skill

<b>APPLIED KNOWLEDGE CODE</b>	<b>APPLIED KNOWLEDGE</b>
AK0101	Techniques for counting cash
AK0102	Techniques for recording takings to be handed in
AK0103	Techniques for completing the various documents
AK0201	Techniques for counting cash
AK0202	Techniques for analysing change requirements according to expected requirements
AK0203	Techniques for completing the various documents
AK0301	Techniques for analysing the types of payment to be handed in when doing an uplift
AK0302	Procedures for completing the pick-up/uplift documentation

(e) Internal Assessment Criteria (IAC)

<b>IAC CODE</b>	<b>IAC DESCRIPTION</b>
IAC0101	The cash is counted and separated accurately
IAC0102	The various forms of payment handed in are separated and recorded accurately
IAC0103	Cash is correctly counted and bundled as required by the bank
IAC0104	All documentation is completed accurately

IAC0201	The change (float) is counted accurately
IAC0202	The quantities of change (float) ordered, demonstrate the learner's ability to match requirements to expected trading patterns
IAC0203	All documentation is completed correctly
IAC0301	The types of payment handed in are correct according to the company policies.
IAC0302	Cash handed in is counted accurately
IAC0303	Pick-up/Uplift documentation is completed correctly

#### Practical Module (AM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
523101-000-01-PM-04	Pack customer goods at Point of Sale (PoS)	2	3	Face to face

#### (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 pack customer goods efficiently, securely, and professionally at the Point-of-Sale (PoS).

#### (b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-03-PS01	Display efficient packing techniques
PM-03-PS02	Pack with speed and accuracy
PM-03-PS03	Maintain customer interaction and service

#### (c) Scope of each Practical Skill Activity:

PM-03-PS01: Display efficient packing techniques	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given different sizes and types of packages, with a variety of goods the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Arrange items logically (These include, but are not limited to heavier items at the bottom, fragile items on top, packaging matching the type of goods, and such)



PA0102	Use appropriate bags or packaging to prevent damage
PA0103	Maximise space while ensuring ease of carrying for the customer

PM-04-PS02: Pack with speed and accuracy	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a specific time frame within which to pack a variety of goods in different sizes and types of packages, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0201	Pack items without causing delays at the PoS
PA0202	Double-check that all goods are packed
PA0203	Ensure customers receive the correct number of bags

PM-04-PS03: Maintain customer interaction and service	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a scenario/visual presentation/case study depicting a packer packing a variety of goods in different types of packages, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0301	Communicate with customers about their packing preferences
PA0302	Pack goods carefully and professionally according to packing guidelines
PA0303	Provide a friendly and efficient service to enhance customer satisfaction

(d) Applied Knowledge that underpins the Practical Skill

<b>APPLIED KNOWLEDGE CODE</b>	<b>APPLIED KNOWLEDGE</b>
AK0101	Packing guidelines
AK0102	Bag structural guidelines
AK0103	Principles on organisation of goods
AK0201	Time management
AK0202	Efficiency and accuracy guidelines

AK0203	Communication guidelines
AK0301	Customer satisfaction guidelines
AK0302	Customer care policy
AK0303	Customer satisfaction survey

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	Items are arranged logically
IAC0102	Appropriate bags or packaging are used to prevent damage
IAC0103	Space is maximised while ensuring ease of carrying for the customer
IAC0201	Items are packed without causing delays at PoS
IAC0202	All goods are packed
IAC0203	Customers received the correct number of bags
IAC0301	Customers are asked about their packing preferences.
IAC0302	Goods are packed carefully and professionally according to packing guidelines.
IAC0303	A friendly and efficient service is provided to enhance customer satisfaction

### 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)	
<b>EQUIPMENT &amp; TOOLS</b>	<ul style="list-style-type: none"> <li>Simulated or actual various forms of payment such as credit cards, cash, and cheques</li> <li>PoS equipment such as till drawers and speed points</li> </ul>
<b>CONSUMABLES</b>	<ul style="list-style-type: none"> <li>PoS stationery such as cashing</li> <li>Uplift stationery</li> <li>Hand-outs and stationery</li> <li>Cashing up stationery</li> <li>Change requisitioning stationery</li> </ul>

### WORKPLACE PROVIDER (WP)

<b>EQUIPMENT &amp; TOOLS</b>	Operational store
<b>CONSUMABLES</b>	Point-of-Sale (PoS) System
	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.

<b>ASSESSMENT CENTRE</b>	
<b>EQUIPMENT &amp; TOOLS</b>	<ul style="list-style-type: none"> <li>• Simulated or actual various forms of payment such as credit cards, cash, and cheques</li> <li>• PoS equipment such as till drawers and speed points</li> </ul>
<b>CONSUMABLES</b>	<ul style="list-style-type: none"> <li>• PoS stationery such as cashing</li> <li>• Uplift stationery</li> <li>• Hand-outs and stationery</li> <li>• Cashing up stationery</li> <li>• Change requisitioning stationery</li> </ul>
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.	

#### Human Resource Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Facilitators to have relevant knowledge and experience in checkout operations of a retail and wholesale outlet.</li> <li>• 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.</li> </ul>
<b>FACILITATOR/LEARNER RATIO</b>	1 to 30

<b>WORKPLACE PROVIDER (WP)</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	Supervisor/Manager with at least 1 year experience of cashier operations

<b>FACILITATOR/LEARNER RATIO</b>	1 to 30
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<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Assessors must have relevant industry experience related to the subject.</li> <li>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.</li> <li>Assessors must have relevant industry experience related to the subject.</li> <li>Supervisor/Manager with at least 1 year experience of cashier operations</li> </ul>
<b>FACILITATOR/LEARNER RATIO</b>	1 to 30

#### Legal Requirements:

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

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Registered as a formal business</li> <li>Compliant with all relevant legal requirements for wholesale or retail</li> </ul>
<b>ASSESSOR/LEARNER RATIO</b>	1 to 30

#### Additional Requirements:

<b>SKILLS DEVELOPMENT PROVIDER (SDP)</b>	
None	

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.				