

		Curriculum Document			
Curriculum Code		Curriculum Title		Logo	
411102001		Cash Office Clerk			
	Name	Email	Phone	Logo	
Development Quality Partner	Wholesale and Retail SETA	imarrian@wrseta.org.za	012-6229500		

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SECTION 1: CURRICULUM SUMMARY

1. Occupational Information

1.1 Associated Occupation

411102: Cash Office Clerk

1.2 Occupation or Specialisation Addressed by this Curriculum

411102001: Cash Office Clerk

1.3 Alternative Titles used by Industry

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

2. Curriculum Information

2.1 Curriculum Structure

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 411102001-KM-01, Concepts of cashing up, NQF Level 2, Credits 2
- 411102001-KM-02, Principles of cashing up, NQF Level 2, Credits 2
- 411102001-KM-03, Principles of consolidating daily takings, NQF Level 2, Credits 2
- 411102001-KM-04, Principles of banking, NQF Level 2, Credits 2
- 411102001-KM-05, Principles and concepts of float, change and petty cash control, NQF Level 2, Credits 2

Total number of credits for Knowledge Modules: 10

Practical Skill Modules:

- 411102001-PM-01, Balance tills and record takings, NQF Level 2, Credits 2
- 411102001-PM-02, Calculate the store takings , NQF Level 2, Credits 2
- 411102001-PM-03, Deposit the days takings, NQF Level 2, Credits 2
- 411102001-PM-04, Control floats, change and petty cash, NQF Level 2, Credits 2

Total number of credits for Practical Skill Modules: 8

This qualification also requires the following Work Experience Modules:

- 411102001-WM-01, Processes and procedures for cashing up and consolidating multiple tills, NQF Level 2, Credits 4
- 411102001-WM-02, Processes and procedures for depositing takings, NQF Level 2, Credits 4
- 411102001-WM-03, Processes and procedures for controlling floats, change and petty cash, NQF Level 2, Credits 4

Total number of credits for Work Experience Modules: 12

2.2 Entry Requirements

NQF Level 2 with Mathematical Literacy and Communication

3. Assessment Quality Partner Information

Name of body: Wholesale and Retail SETA

Address of body: Hennops House 1303 Heuwel Avenue (Cnr Lenchen South and Heuwel Avenue) Pretoria Centurion 0157

Contact person name: Inger Marrian

Contact person work telephone number: 012-6229500

4. Part Qualification Curriculum Structure

SECTION 2: OCCUPATIONAL PROFILE

1. Occupational Purpose

Process back office transactions in order to balance Point of Sale transactions, deposit daily takings and prepare deposits, requisition and control floats, change and petty cash in order to fulfill business and customer requirements.

2. Occupational Tasks

- Cash up and consolidate multiple tills (Point of Sale) (P.O.S) (NQF Level 2)
- Prepare and deposit multiple till takings in a retail environment (NQF Level 2)
- Control float, change and petty cash in a retail environment (NQF Level 2)

3. Occupational Task Details

3.1. Cash up and consolidate multiple tills (Point of Sale) (P.O.S) (NQF Level 2)

Unique Product or Service:

Consolidated tills

Occupational Responsibilities:

- Balance tills and record takings
- Calculate the store takings

Occupational Contexts:

- Processes and procedures for cashing up and consolidating multiple tills

3.2. (NQF Level)

Unique Product or Service:

Deposited takings

Occupational Responsibilities:

Occupational Contexts:

3.3. (NQF Level)

Unique Product or Service:

Occupational Responsibilities:

Occupational Contexts:

3.4. Control float, change and petty cash in a retail environment (NQF Level 2)

Unique Product or Service:

Controlled floats, change and petty cash

Occupational Responsibilities:

- Order and receive change
- Control floats, change and petty cash

Occupational Contexts:

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

SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS

List of Knowledge Modules for which Specifications are included

- 411102001-KM-01, Concepts of cashing up, NQF Level 2, Credits 2
- 411102001-KM-02, Principles of cashing up, NQF Level 2, Credits 2
- 411102001-KM-03, Principles of consolidating daily takings, NQF Level 2, Credits 2
- 411102001-KM-04, Principles of banking, NQF Level 2, Credits 2
- 411102001-KM-05, Principles and concepts of float, change and petty cash control, NQF Level 2, Credits 2

1. 411102001-KM-01, Concepts of cashing up, NQF Level 2, Credits 2

1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the role of the Back Office Consultant, the concepts of shrinkage and losses and the stakeholders involved in cash handling in a wholesale or retail environment while cashing up. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the lecturer to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 1.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: The role of the Back Office Consultant
- KM-01-KT02: Concepts of shrinkage and losses
- KM-01-KT03: Stakeholders involved in cash handling

1.2 Guidelines for Topics

1.2.1. KM-01-KT01: The role of the Back Office Consultant *Topic elements to be covered include:*

- KT0101 The role of the Back Office Process Consultant
- KT0102 Principles of verbal and non-verbal communication
- KT0103 The importance of professional interaction with internal and external stakeholders
- KT0104 Principles of ethics when handling cash

Internal Assessment Criteria and Weight

- IAC0101 Explain the role of the Back Office Process Consultant
- IAC0102 Discuss generally expected ways for preparing for the days cash activities
- IAC0103 Explain the importance of verbal and non-verbal communication
- IAC0104 Explain the importance of professional interaction with internal and external stakeholders

(Weight 30%)

1.2.2. KM-01-KT02: Concepts of shrinkage and losses

Topic elements to be covered include:

- KT0201 Concepts and principles of shrinkage and loss
- KT0202 Principles of shrinkage and loss prevention in the cashing up environment
- KT0203 The impact of shrinkage and losses

Internal Assessment Criteria and Weight

- 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

(Weight 40%)

1.2.3. KM-01-KT03: Stakeholders involved in cash handling

Topic elements to be covered include:

- KT0301 Stakeholders involved in cash handling
- KT0302 The flow of cash
- KT0303 The role of cash in transit

Internal Assessment Criteria and Weight

- 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

(Weight 30%)

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Learning equipment and all other relevant equipment conducive to a learning environment
- Hand-outs and stationery
- Training materials, Learner Guide, Facilitator Guide, Hand-outs, Visual Aids

Human Resource Requirements:

- Lecturers 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 2-4 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- Registered as a provider

1.4 Exemptions

- None

2. 411102001-KM-02, Principles of cashing up, NQF Level 2, Credits 2

2.1 Purpose of the Knowledge Modules

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. The learning contract time is 1.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Principles of cashing up in a manual store and a computerised store
- KM-02-KT02: Principles of managing multiple shift cash ups
- KM-02-KT03: Principles of counting and recording takings
- KM-02-KT04: Principles and concepts of balancing multiple till takings

2.2 Guidelines for Topics

2.2.1. KM-02-KT01: Principles of cashing up in a manual store and a computerised store

Topic elements to be covered include:

- KT0101 Principles of cashing up in manual store
- KT0102 Principles of cashing up in a computerised store
- KT0103 Generally accepted ways for preparing for the days cash activities
- KT0104 The impact and principles of handling cashier errors
- KT0105 Types of equipment used
- KT0106 Ways of minimising shrinkage when cashing up
- KT0107 The impact of incorrect cashing-up
- KT0108 The impact of not implementing safe cashing up procedures
- KT0109 Principles and concepts of shorts and overs

Internal Assessment Criteria and Weight

- IAC0101 Explain the principles of cashing up in a manual store and in a computerised store
- IAC0102 Explain generally accepted ways for preparing for the days cash activities while taking the impact and principles of handling cashier errors into consideration
- IAC0103 Discuss the types of equipment used when cashing up while also taking ways into consideration to minimising shrinkage
- IAC0104 Discuss the impact of not implementing safe cashing up procedures and the impact thereof on the business
- IAC0105 Describe the importance of ethics when handling takings
- IAC0106 Discuss the impact and principles of handling cashier errors

(Weight 30%)

2.2.2. KM-02-KT02: Principles of managing multiple shift cash ups

Topic elements to be covered include:

- KT0201 Cashing up multiple tills
- KT0202 The impact of multiple shifts on till cash ups
- KT0203 Drop-safe activities

Internal Assessment Criteria and Weight

- IAC0201 Identify and explain the concepts and principles of cashing up multiple tills following the relevant procedures
- IAC0202 Describe the impact of multiple shifts on till cash ups
- IAC0203 Explain the purpose of adhering to procedures
- IAC0204 Discuss the concepts and principles of managing drop-safe activities

(Weight 30%)

2.2.3. KM-02-KT03: Principles of counting and recording takings

Topic elements to be covered include:

- KT0301 Principles of counting cash
- KT0302 Principles of recording bankables and non-bankables
- KT0303 Preventing shrinkage when counting and recording takings

Internal Assessment Criteria and Weight

- IAC0301 Explain the concepts and principles of counting cash
- IAC0302 Describe generally accepted principles of recording bankables and non-bankables
- IAC0303 Discuss generally accepted ways of recording takings and explain the importance of accurately recording these takings
- IAC0304 Explain the prevention of shrinkage when counting and recording takings

(Weight 20%)

2.2.4. KM-02-KT04: Principles and concepts of balancing multiple till takings

Topic elements to be covered include:

- KT0401 Concepts and principles of balancing multiple tills
- KT0402 Generally accepted ways of balancing multiple tills
- KT0403 The concept of shorts and overs

- KT0404 Causes of shorts and overs
- KT0405 Principles of investigating and handling multiple till overs and shorts
- KT0406 The impact of shorts and overs on the business

Internal Assessment Criteria and Weight

- IAC0401 Describe the concepts and principles of balancing multiple tills
- IAC0402 Explain generally accepted ways of balancing multiple tills
- IAC0403 Discuss the concept of shorts and overs and general causes for these shorts and overs
- IAC0404 Explain the principles of handling till variances
- IAC0405 Discuss ways of investigating and resolving multiple shorts and overs
- IAC0406 Explain the impact of shorts and overs on the business

(Weight 10%)

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Learning equipment and all other relevant equipment conducive to a learning environment
- Hand-outs and stationery
- Examples of principles and concepts of managing multiple shift cash ups in a wholesale and retail environment
- DVDs of the accurate ways of investigating and resolving shorts and overs

Human Resource Requirements:

- Lecturers 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 2-4 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- Registered as a provider

2.4 Exemptions

- None

3. 411102001-KM-03, Principles of consolidating daily takings, NQF Level 2, Credits 2

3.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the procedures and principles of consolidating daily takings. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the lecturer to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 1.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT01: Concepts and principles of consolidating multiple till takings
- KM-03-KT02: Concepts and principles of consolidating bankable and non-bankable tenders
- KM-03-KT03: Principles and concepts of shorts and overs

3.2 Guidelines for Topics

3.2.1. KM-03-KT01: Concepts and principles of consolidating multiple till takings

Topic elements to be covered include:

- KT0101 Generally accepted ways of consolidating multiple tills in a manual environment
- KT0102 Generally accepted ways of consolidating multiple tills in a computerised environment
- KT0103 Principles of investigating and handling variances uncovered when consolidating multiple tills
- KT0104 The role of end of day procedures when consolidating multiple till takings
- KT0105 Ways of minimising shrinkage when consolidating multiple tills

Internal Assessment Criteria and Weight

- IAC0101 Explain generally accepted ways of consolidating multiple tills in a manual environment
- IAC0102 Explain generally accepted ways of consolidating multiple tills in a computerised environment
- IAC0103 Explain the importance of ensuring that the amount banked reflects the amounts from the Point of Sale
- IAC0104 Explain the importance of reconsolidations corresponding with banking figures in a computerised environment
- IAC0105 Explain the principles of investigating and handling variances uncovered when consolidating multiple tills
- IAC0106 Explain the role of end of day procedures
- IAC0107 Explain ways of minimising shrinkage when consolidating multiple tills
- IAC0108 Discuss principles to correct systems errors of cashier shift reporting

(Weight 35%)

3.2.2. KM-03-KT02: Concepts and principles of consolidating bankable and non-bankable tenders

Topic elements to be covered include:

- KT0201 Types of bankable tenders
- KT0202 Types of non-bankable tenders
- KT0203 Concepts and principles of consolidating bankable tenders
- KT0204 Concepts and principles of consolidating non-bankable tenders
- KT0205 Ways of minimising shrinkage when consolidating bankable and non-bankable tenders

Internal Assessment Criteria and Weight

- IAC0201 Describe the types of bankable tenders
- IAC0202 Describe the types of non-bankable tenders
- IAC0203 Explain the concepts and principles of consolidating bankable tenders
- IAC0204 Explain the concepts and principles of consolidating non-bankable tenders
- IAC0205 Describe the importance of reconciling different payment methods accurately in a manual and computerised environment
- IAC0206 Describe ways of minimising shrinkage when consolidating bankable and non-bankable tenders

(Weight 30%)

3.2.3. KM-03-KT03: Principles and concepts of shorts and overs

Topic elements to be covered include:

- KT0301 The concept of shorts and overs
- KT0302 Causes of shorts and overs
- KT0303 Ways of investigating and resolving shorts and overs
- KT0304 The impact of shorts and overs on the business

Internal Assessment Criteria and Weight

- IAC0301 Discuss the concept of shorts and overs
- IAC0302 Explain the causes of shorts and overs
- IAC0303 Discuss ways of investigating and resolving shorts and overs
- IAC0304 Explain the impact of shorts and overs on the business

(Weight 35%)

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Learning equipment and all other relevant equipment conducive to a learning environment
- Hand-outs and stationery
- Learning materials and guides

Human Resource Requirements:

- Lecturers 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 2-4 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- Registered as a provider

3.4 Exemptions

- None

4. 411102001-KM-04, Principles of banking, NQF Level 2, Credits 2

4.1 Purpose of the Knowledge Modules

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. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the lecturer to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 1.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-04-KT01: Principles of consolidating daily takings
- KM-04-KT02: Principles and concepts of preparing cash for deposits
- KM-04-KT03: Principles and concepts of cash collection
- KM-04-KT04: Principles and concepts of dealing with bank variances

4.2 Guidelines for Topics

4.2.1. KM-04-KT01: Principles of consolidating daily takings

Topic elements to be covered include:

- KT0101 Generally accepted methods for consolidating cash takings
- KT0102 The role of end of day procedures when consolidating takings
- KT0103 Generally accepted methods for consolidating non-bankables

Internal Assessment Criteria and Weight

- IAC0101 Discuss generally accepted ways of consolidating cash takings
- IAC0102 Explain the importance of the role of end of day procedures
- IAC0103 Explain your understanding of generally accepted ways of consolidating non-bankables

(Weight 30%)

4.2.2. KM-04-KT02: Principles and concepts of preparing cash for deposits

Topic elements to be covered include:

- KT0201 Generally accepted ways of preparing cash for deposits
- KT0202 Bank requirements for depositing bankable takings
- KT0203 Ways of minimising shrinkage when preparing cash for deposits

Internal Assessment Criteria and Weight

- IAC0201 Discuss your understanding of generally accepted ways of preparing cash for deposits
- IAC0202 Explain generally accepted bank requirements and methods for depositing takings
- IAC0203 Explain the ways of minimising shrinkage when preparing cash for deposits

- IAC0204 Discuss the impact of incorrectly completed deposit slips
- IAC0205 Explain the importance of accurate work on the ability to balance multiple tills

(Weight 30%)

4.2.3. KM-04-KT03: Principles and concepts of cash collection

Topic elements to be covered include:

- KT0301 Cash collection
- KT0302 Safety measures used during cash collection

Internal Assessment Criteria and Weight

- IAC0301 Describe the different ways of moving cash from the store to the bank
- IAC0302 Discuss the advantages and disadvantages of each method
- IAC0303 Explain safety measures used during cash collection

(Weight 20%)

4.2.4. KM-04-KT04: Principles and concepts of dealing with bank variances

Topic elements to be covered include:

- KT0401 Bank reconciliation
- KT0402 Principles of investigating variances
- KT0403 Principles of reporting variances

Internal Assessment Criteria and Weight

- IAC0401 Explain principles of bank reconciliation
- IAC0402 Discuss the principles of investigating variances
- IAC0403 Discuss the principles of reporting variances correctly

(Weight 20%)

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Learning equipment and all other relevant equipment conducive to a learning environment
- Hand-outs and stationery
- Learning materials and guides for the principles of banking

Human Resource Requirements:

- Lecturers 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 2-4 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- Registered as a provider

4.4 Exemptions

- None

5. 411102001-KM-05, Principles and concepts of float, change and petty cash control, NQF Level 2, Credits 2

5.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the principles and concepts of float, change and petty cash control. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the lecturer to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 1.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-05-KT01: Principles and concepts of controlling change
- KM-05-KT02: Principles and concepts of controlling floats and petty cash

5.2 Guidelines for Topics

5.2.1. KM-05-KT01: Principles and concepts of controlling change

Topic elements to be covered include:

- KT0101 Concepts and principles of change floats
- KT0102 Change security
- KT0103 Principles and concepts of ordering change for various trading patterns
- KT0104 Checking change received
- KT0105 Principles of issuing change
- KT0106 Controlling petty cash
- KT0107 Balancing the change

Internal Assessment Criteria and Weight

- IAC0101 Discuss the concepts and principles of change floats in a wholesale and retail environment
- IAC0102 Explain the principles and concepts of maintaining change and petty cash
- IAC0103 Discuss your understanding of the principles and concepts of change security
- IAC0104 Discuss the importance of controlling change and petty cash and further explain the impact of not controlling change and petty cash
- IAC0105 Explain the principles and concepts of ordering change
- IAC0106 Discuss the importance of securing change
- IAC0107 Discuss the impact of shortage of change on clients

(Weight 50%)

5.2.2. KM-05-KT02: Principles and concepts of controlling floats and petty cash

Topic elements to be covered include:

- KT0201 Concepts and principles of floats and petty cash
- KT0202 Securing floats for cashiers on breaks
- KT0203 Securing floats at start and end of shift
- KT0204 Controlling petty cash float
- KT0205 Controlling floats in stores with varying shifts

Internal Assessment Criteria and Weight

- IAC0201 Discuss your understanding of the concepts of floats and petty cash in the industry
- IAC0202 Explain the principles of securing floats when cashiers go on breaks
- IAC0203 Discuss your understanding of the principles and concepts of the impact and importance of not controlling change and petty cash
- IAC0204 Explain the control of floats in a store that has multiple shifts
- IAC0205 Explain the reasons why or how petty cash can be short or over
- IAC0206 Explain the principles and concepts on how to reconcile petty cash
- IAC0207 Describe the various ways of replenishing change
- IAC0208 Describe the methods of requesting change for float or petty cash in a secure environment
- IAC0209 Discuss your understanding of the principles of handling change received for float or petty cash
- IAC0210 Explain the correct principles of reconciliation for float or petty cash in a secure environment

(Weight 50%)

5.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Learning equipment and all other relevant equipment conducive to a learning environment
- Hand-outs and stationery
- Learning materials and guides for the principles and concepts of change and float control

Human Resource Requirements:

- Lecturers 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 2-4 years' experience relevant to the subject.

- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- Registered as a provider

5.4 Exemptions

- None

SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS

List of Practical Skill Module Specifications

- 411102001-PM-01, Balance tills and record takings, NQF Level 2, Credits 2
- 411102001-PM-02, Calculate the store takings , NQF Level 2, Credits 2
- 411102001-PM-03, Deposit the days takings, NQF Level 2, Credits 2
- 411102001-PM-04, Control floats, change and petty cash, NQF Level 2, Credits 2

1. 411102001-PM-01, Balance tills and record takings, NQF Level 2, Credits 2

1.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practice applying principles of balancing and consolidating multiple tills and recording takings. The learning contract time which constitutes the total amount of time during which the learner needs to have access to the lecturer to enable him or her to acquire the knowledge and understanding specified for this module as well as to prepare and complete assessments is 2.5 days.

The learner will be required to:

- PM-01-PS01: Calculate expected till takings
- PM-01-PS02: Balance the till

1.2 Guidelines for Practical Skills

1.2.1. PM-01-PS01: Calculate expected till takings

Scope of Practical Skill

Given POS equipment, related stationary/documentation (computerised tills and manual tills), cash-up stationary, 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:

- PA0101 Record opening and closing takings
- PA0102 Calculate the expected takings for the cashier

Applied Knowledge

- AK0101 Techniques for identifying the different readings
- AK0102 Techniques for calculating expected takings
- AK0103 Techniques for recording readings

Internal Assessment Criteria

- IAC0101 The opening and closing readings are recorded as per the given documentation
- IAC0102 The expected takings is calculated according to the given readings

1.2.2. PM-01-PS02: Balance the till

Scope of Practical Skill

Given POS equipment, a calculator, related stationary/documentation (computerised tills and manual tills), cash-up stationary, 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:

- PA0201 Separate the float
- PA0202 Count, record and consolidate takings handed in

- PA0203 Calculate and record till shorts and overs

Applied Knowledge

- AK0201 Techniques for calculating and separating floats from takings
- AK0202 Methods for counting and recording the various forms of payment handed in
- AK0203 Methods for consolidating total till takings
- AK0204 Methods for calculating shorts and overs
- AK0205 Techniques for minimising losses while balancing tills

Internal Assessment Criteria

- IAC0201 Full float is separated according to the given information and in a manner that minimise losses
- IAC0202 All forms of payment are accurately counted and recorded in terms of the cashiers takings and handed in, in a manner that minimise losses
- IAC0203 Overs and shorts are calculated and recorded according to the readings and takings in a manner that minimise losses

1.3 Provider Programme Accreditation Criteria

Physical Requirements:

- POS equipment, related stationary/documentation (computerised tills and manual tills), cash-up stationary, 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, calculator
- Hand-outs and stationery
- Role play scenarios
- Case studies

Human Resource Requirements:

- Facilitators 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 2-4 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- Registered as a provider

1.4 Exemptions

- None

2. 411102001-PM-02, Calculate the store takings , NQF Level 2, Credits 2

2.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practice investigating, recording and reporting possible shorts and overs, while using the appropriate documentation. The learning contract time is 2.5 days

The learner will be required to:

- PM-02-PS01: Calculate expected store takings
- PM-02-PS02: Balance the store takings

2.2 Guidelines for Practical Skills

2.2.1. PM-02-PS01: Calculate expected store takings

Scope of Practical Skill

Given the opening and closing readings for a minimum of 5 tills, the learner must be able to:

- PA0101 Calculate the expected takings for each till
- PA0102 Consolidate the expected takings for the store

Applied Knowledge

- AK0101 Methods for calculating till takings
- AK0102 Methods for consolidating daily takings

Internal Assessment Criteria

- IAC0101 Each tills 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

2.2.2. PM-02-PS02: Balance the store takings

Scope of Practical Skill

Given quantities of a variety of different payment methods for a minimum of 5 tills, the learner must be able to:

- 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 Techniques for minimising losses while balancing the store takings

Applied Knowledge

- AK0201 Methods for identifying and sorting and separating the different payment methods

- AK0202 Techniques for balancing cash and coins
- AK0203 Techniques for consolidating and recording non-bankables
- AK0204 Techniques for calculating and solving banking overs and shorts

Internal Assessment Criteria

- IAC0201 The different payment methods are correctly sorted and separated according to the payments handed in a manner that minimise losses
- IAC0202 Cash and coins are balanced according to the takings handed in a manner that minimise losses
- IAC0203 Non-bankables are consolidated and recorded according to the payment methods handed in a manner that minimise losses
- IAC0204 The overs and shorts in the banking are correctly identified and correctly solved in a manner that minimise losses

2.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Opening and closing readings for a minimum of 5 tills
- Quantities of a variety of different payment methods for a minimum of 5 tills
- Audio-visual equipment and all other required equipment
- Hand-outs and stationery
- Case studies and DVDs

Human Resource Requirements:

- Facilitators 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 2-4 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- Registered as a provider

2.4 Exemptions

- None

3. 411102001-PM-03, Deposit the days takings, NQF Level 2, Credits 2

3.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practice performing balancing daily takings, by implementing accurate methods to prepare deposits of the day while accurately completing the correct documentation. The learning contract time is 2.5 days

The learner will be required to:

- PM-03-PS01: Prepare and record the deposit
- PM-03-PS02: Deposit the days takings

3.2 Guidelines for Practical Skills

3.2.1. PM-03-PS01: Prepare and record the deposit

Scope of Practical Skill

Given details of coins and notes, company documentation, relevant policies and procedures and the required bank documentation, the learner must be able to:

- PA0101 Complete the required documentation for the bank
- PA0102 Complete the required store documentation

Applied Knowledge

- AK0101 Techniques for completing bank documentation
- AK0102 Methods for completing store banking documentation

Internal Assessment Criteria

- IAC0101 Bank documentation is completed as required by the bank
- IAC0102 Store documentation is accurately completed as per policies and procedures

3.2.2. PM-03-PS02: Deposit the days takings

Scope of Practical Skill

Given store and bank documentation and the required documentation, bags and security seals plus documentation of a completed deposit from the bank the learner must be able to:

- PA0201 Secure cash for the deposit
- PA0202 Complete cash collection guard documentation
- PA0203 Reconcile completed deposit slip on returning from the bank

Applied Knowledge

- 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

Internal Assessment Criteria

- 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 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

3.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Coins and notes, depositing policies and procedures and the required bank documentation
- Store and bank documentation and the required documentation, bags and security seals plus documentation of a completed deposit from the bank
- Audio-visual equipment and all other required equipment
- Hand-outs and stationery
- Case studies and DVDs

Human Resource Requirements:

- Facilitators 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 2-4 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- Registered as a provider

3.4 Exemptions

- None

4. 411102001-PM-04, Control floats, change and petty cash, NQF Level 2, Credits 2

4.1 Purpose of the Practical Skill Modules

The focus of the learning in this module is on providing the learner an opportunity to practice performing back office services with regards to ordering and issuing change, floats and petty cash. The learning contract time is 2,5 days

The learner will be required to:

- PM-04-PS01: Asses change requirements and receive change
- PM-04-PS02: Control floats, change and petty cash

4.2 Guidelines for Practical Skills

4.2.1. PM-04-PS01: Asses change requirements and receive change

Scope of Practical Skill

Given information on expected turnover of the store and change requirements for different periods of the month, documentation, procedures, change ordering documentation and store and bank requirements, the learner must be able to:

- PA0101 Asses the quantity of required changed for a busy and quiet time of the month
- PA0102 Complete documentation to order change
- PA0103 Receive and check change

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

Internal Assessment Criteria

- IAC0101 The quantities of change ordered are relevant and practical for the time of month and expected turnover of the store
- IAC0102 Documentation is accurately completed according to the requirements of the store and the bank
- IAC0103 Change received is checked and discrepancies are identified to the quantities ordered

4.2.2. PM-04-PS02: Control floats, change and petty cash

Scope of Practical Skill

Given a case study explaining how change is controlled in a store that lost a R1000-00 through a bank error plus a case study explaining how floats are controlled in a store and the theft of R5000-00, the learner must be able to:

- PA0201 Identify the cause of losses to change and propose improvement to procedures to prevent further losses
- PA0202 Recommend how the store can go about solving this problem in order to reclaiming the R1000-00
- PA0203 Identify the cause of losses in floats and petty cash and propose improvements to procedures to prevent

Applied Knowledge

- AK0201 Techniques for analysing case studies
- AK0202 Techniques for proposing improvements to store policies
- AK0203 Techniques for resolving errors

Internal Assessment Criteria

- IAC0201 The cause of the R1000-00 loss is identified according to the given case study
- IAC0202 The proposal for resolving the bank error is practical and would ensure that the store gets its money back
- IAC0203 The proposed improvements to procedures for controlling change are practical and would contribute to minimising losses
- IAC0204 The proposed improvements to procedures for controlling floats and petty cash are practical and would contribute to minimising losses

4.3 Provider Programme Accreditation Criteria

Physical Requirements:

- Information on expected turnover of the store and change requirements for different periods of the month, documentation, procedures, change ordering documentation and store and bank requirements
- Audio-visual equipment and all other required equipment
- Hand-outs and stationery
- Case studies and DVDs

Human Resource Requirements:

- Facilitators 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 2-4 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

Legal Requirements:

- Registered as a provider

4.4 Exemptions

- None

SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS

List of Work Experience Module Specifications

- 411102001-WM-01, Processes and procedures for cashing up and consolidating multiple tills, NQF Level 2, Credits 4
- 411102001-WM-02, Processes and procedures for depositing takings, NQF Level 2, Credits 4
- 411102001-WM-03, Processes and procedures for controlling floats, change and petty cash, NQF Level 2, Credits 4

1. 411102001-WM-01, Processes and procedures for cashing up and consolidating multiple tills, NQF Level 2, Credits 4

1.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to understand the cashing up of multiple tills and balance takings in a wholesale and retail environment. The Learner will be required to successfully complete each Work Experience for at least 1 week under supervision before operating for 2 weeks independently. The learning contract time is 5 days

The learner will be required to:

- WM-01-WE01: Cash up multiple tills
- WM-01-WE02: Consolidate multiple till takings

1.2 Guidelines for Work Experiences

1.2.1. WM-01-WE01: Cash up multiple tills

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0101 Record till readings and calculate expected takings
- WA0102 Check takings handed in to cashiers documentation
- WA0103 Record and compare actual takings to expected takings and calculate till overs and shorts
- WA0104 Record and report overs and shorts

Supporting Evidence

- SE0101 Documentary evidence related stationary/documentation (computerised tills and manual tills), cash-up stationary, opening and closing till readings and an assortment of different payment methods, by the learner indicating/reflecting his/her participation in cashing up tills
- SE0102 Signed documentation by the learners supervisor confirming that the learner successfully cashed up multiple tills, correctly recorded and reported shorts and overs while minimising losses detailing all aspects of cashing-up problems while utilising the relevant policies and procedures of the business

1.2.2. WM-01-WE02: Consolidate multiple till takings

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0201 Calculate multiple till takings
- WA0202 Calculate final multiple till readings while minimising losses
- WA0203 Consolidate multiple till takings

Supporting Evidence

- SE0201 Documentary evidence confirming that the learner has calculated and consolidated multiple till takings for at least 5 days/shifts and authenticated by the learners supervisor.

1.3 Contextualised Workplace Knowledge

- 1 Organisation policies and procedures for cashing up
- 2 Organisational standards for recording and reporting overs and shorts
- 3 Organisation policies and procedures for consolidating multiple till takings

1.4 Criteria for Workplace Approval

Physical Requirements:

- Operational back office

Human Resource Requirements:

- Supervisor/Manager with at least 1 years experience of back office operations

Legal Requirements:

- Registered as a formal business
- Compliant with all relevant legal requirements for a back office

1.5 Additional Assignments to be Assessed Externally

None

2. 411102001-WM-02, Processes and procedures for depositing takings, NQF Level 2, Credits 4

2.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to practice the balancing of daily takings, by implementing accurate methods to prepare deposits of the day while accurately completing the correct documentation. The Learner will be required to successfully complete each Work Experience for at least 1 week under supervision before operating for 2 weeks independently. The learning contract time is 5 days

The learner will be required to:

- WM-02-WE01: Prepare and record deposit
- WM-02-WE02: Deposit daily takings

2.2 Guidelines for Work Experiences

2.2.1. WM-02-WE01: Prepare and record deposit

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0101 Complete and record bank documentation for depositing takings
- WA0102 Complete and record store documentation for depositing takings

Supporting Evidence

- SE0101 Documentary evidence of bank documentation for depositing takings, by the learner indicating his/her participation in preparing and depositing takings signed off by the learners supervisor
- SE0102 Documentary evidence of bank documentation, copies of security seals and a completed bank deposit from the bank, confirming that all work activities involved to prepare and record deposits, performed by the learner for one week, signed off by the learner and supervisor.

2.2.2. WM-02-WE02: Deposit daily takings

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0201 Secure cash for deposit
- WA0202 Complete documentation for cash collection by guards
- WA0203 Reconcile deposit when returning from the bank

Supporting Evidence

- SE0201 A testimonial prepared and signed by the learners supervisor confirming that all work activities involved to prepare cash to be deposited was secured and collected in a manner that minimised losses according to the relevant policies and procedures of the store and the guards.

- SE0202 Documentary evidence confirming deposit received back from the bank is reconciled and discrepancies reconciled accurately, for one week and confirmed and signed by the learners supervisor.

2.3 Contextualised Workplace Knowledge

1 Organisation policies and procedures for preparing and recording deposits

2 Organisational policies and procedures for dealing with cash collection guards and reconciling deposits

2.4 Criteria for Workplace Approval

Physical Requirements:

- Operational back office

Human Resource Requirements:

- Supervisor/Manager with at least 1 years experience of back office operations

Legal Requirements:

- Registered as a formal business
- Compliant with all relevant legal requirements for a back office

2.5 Additional Assignments to be Assessed Externally

None

3. 411102001-WM-03, Processes and procedures for controlling floats, change and petty cash, NQF Level 2, Credits 4

3.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to understand the principles and concepts of change, float control and petty cash. The learner will be required to successfully complete each Work Experience for at least 1 week under supervision before operating for 1 week+ independently. The learning contract time is 5 days

The learner will be required to:

- WM-03-WE01: Identify and resolve losses
- WM-03-WE02: Control floats, change and petty cash while minimising losses

3.2 Guidelines for Work Experiences

3.2.1. WM-03-WE01: Identify and resolve losses

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0101 Complete documentation and order relevant change to meet different store requirements
- WA0102 Receive and check ordered change
- WA0103 Identify and resolve losses

Supporting Evidence

- SE0101 Documentary evidence for ordering, receiving and checking change, to meet different store requirements, for one week, was accurately completed by the learner
- SE0102 Documentary evidence signed by the learners supervisor confirming that the activities to receive and to check floats, for one week, was accurately actioned and explained by the learner.
- SE0103 Documentary evidence for identifying and resolving losses, for one week, was confirmed and signed by the learners supervisor

3.2.2. WM-03-WE02: Control floats, change and petty cash while minimising losses

Scope of Work Experience

The person will be expected to engage in the following work activities:

- WA0201 Control floats and petty cash
- WA0202 Minimise losses

Supporting Evidence

- SE0201 Documentary evidence signed by the learners supervisor stating that the learner provide all activities pertaining to controlling floats and petty cash and that measures were put into place to minimise losses.

3.3 Contextualised Workplace Knowledge

1 Organisation policies and procedures for controlling floats, change and petty cash

2 Organisation policies and procedures for minimising losses

3.4 Criteria for Workplace Approval

Physical Requirements:

- Operational back office

Human Resource Requirements:

- Supervisor/Manager with at least 1 year experience of back office operations

Legal Requirements:

- Registered as a formal business
- Compliant with all relevant legal requirements for a back office

3.5 Additional Assignments to be Assessed Externally

None

SECTION 4: STATEMENT OF WORK EXPERIENCE

Curriculum Number:	411102001
Curriculum Title:	Cash Office Clerk

Learner Details	
Name:	
ID Number:	

Employer Details	
Company Name:	
Address:	
Supervisor Name:	
Work Telephone:	
E-Mail:	

411102001-WM-01, Processes and procedures for cashing up and consolidating multiple tills, NQF Level 2, Credits 4

WM-01-WE01	Cash up multiple tills		
	Scope Work Experience	Date	Signature
WA0101	Record till readings and calculate expected takings		
WA0102	Check takings handed in to cashiers documentation		
WA0103	Record and compare actual takings to expected takings and calculate till overs and shorts		
WA0104	Record and report overs and shorts		
	Supporting Evidence	Date	Signature
SE0101	Documentary evidence related stationary/documentation (computerised tills and manual tills), cash-up stationary, opening and closing till readings and an assortment of different payment methods, by the learner indicating/reflecting his/her participation in cashing up tills		
SE0102	Signed documentation by the learners supervisor confirming that the learner successfully cashed up multiple tills, correctly recorded and reported shorts and overs while minimising losses detailing all aspects of cashing-up problems while utilising the relevant policies and procedures of the business		
WM-01-WE02	Consolidate multiple till takings		
	Scope Work Experience	Date	Signature
WA0201	Calculate multiple till takings		
WA0202	Calculate final multiple till readings while minimising losses		
WA0203	Consolidate multiple till takings		
	Supporting Evidence	Date	Signature
SE0201	Documentary evidence confirming that the learner has calculated and consolidated multiple till takings for at least 5 days/shifts and authenticated by the learners		

	supervisor.		
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	Contextualised Workplace Knowledge	Date	Signature
1	Organisation policies and procedures for cashing up		
2	Organisational standards for recording and reporting overs and shorts		
3	Organisation policies and procedures for consolidating multiple till takings		

	Additional Assignments to be Assessed Externally	Date	Signature

411102001-WM-02, Processes and procedures for depositing takings, NQF Level 2, Credits 4

WM-02-WE01	Prepare and record deposit		
	Scope Work Experience	Date	Signature
WA0101	Complete and record bank documentation for depositing takings		
WA0102	Complete and record store documentation for depositing takings		
	Supporting Evidence	Date	Signature
SE0101	Documentary evidence of bank documentation for depositing takings, by the learner indicating his/her participation in preparing and depositing takings signed off by the learners supervisor		

SE0102	Documentary evidence of bank documentation, copies of security seals and a completed bank deposit from the bank, confirming that all work activities involved to prepare and record deposits, performed by the learner for one week, signed off by the learner and supervisor.		
WM-02-WE02	Deposit daily takings		
	Scope Work Experience	Date	Signature
WA0201	Secure cash for deposit		
WA0202	Complete documentation for cash collection by guards		
WA0203	Reconcile deposit when returning from the bank		
	Supporting Evidence	Date	Signature
SE0201	A testimonial prepared and signed by the learners supervisor confirming that all work activities involved to prepare cash to be deposited was secured and collected in a manner that minimised losses according to the relevant policies and procedures of the store and the guards.		
SE0202	Documentary evidence confirming deposit received back from the bank is reconciled and discrepancies reconciled accurately, for one week and confirmed and signed by the learners supervisor.		

	Contextualised Workplace Knowledge	Date	Signature
1	Organisation policies and procedures for preparing and recording deposits		
2	Organisational policies and procedures for dealing with cash collection guards and reconciling deposits		

	Additional Assignments to be Assessed Externally	Date	Signature
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411102001-WM-03, Processes and procedures for controlling floats, change and petty cash, NQF Level 2, Credits 4

WM-03-WE01	Identify and resolve losses		
	Scope Work Experience	Date	Signature
WA0101	Complete documentation and order relevant change to meet different store requirements		
WA0102	Receive and check ordered change		
WA0103	Identify and resolve losses		
	Supporting Evidence	Date	Signature
SE0101	Documentary evidence for ordering, receiving and checking change, to meet different store requirements, for one week, was accurately completed by the learner		
SE0102	Documentary evidence signed by the learners supervisor confirming that the activities to receive and to check floats, for one week, was accurately actioned and explained by the learner.		
SE0103	Documentary evidence for identifying and resolving losses, for one week, was confirmed and signed by the learners supervisor		
WM-03-WE02	Control floats, change and petty cash while minimising losses		
	Scope Work Experience	Date	Signature
WA0201	Control floats and petty cash		
WA0202	Minimise losses		

	Supporting Evidence	Date	Signature
SE0201	Documentary evidence signed by the learners supervisor stating that the learner provide all activities pertaining to controlling floats and petty cash and that measures were put into place to minimise losses.		

	Contextualised Workplace Knowledge	Date	Signature
1	Organisation policies and procedures for controlling floats, change and petty cash		
2	Organisation policies and procedures for minimising losses		

	Additional Assignments to be Assessed Externally	Date	Signature