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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY  
REGISTERED QUALIFICATION:**

**Occupational Certificate: Cash Office Clerk**

SAQA QUAL ID	QUALIFICATION TITLE			
101863	Occupational Certificate: Cash Office Clerk			
ORIGINATOR				
Development Quality Partner - W&RSETA				
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY			NQF SUB-FRAMEWORK	
-			OQSF - Occupational Qualifications Sub-framework	
QUALIFICATION TYPE	FIELD		SUBFIELD	
Occupational Certificate	Field 11 - Services		Wholesale and Retail	
ABET BAND	MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL	QUAL CLASS
Undefined	30	Not Applicable	NQF Level 02	Regular-ELOAC
REGISTRATION STATUS		SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE
Registered		SAQA 02119/17	2017-12-06	2022-12-06
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2023-12-06		2026-12-06		

*In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.*

This qualification does not replace any other qualification and is not replaced by any other qualification.

**PURPOSE AND RATIONALE OF THE QUALIFICATION**

Purpose:

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

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

A qualified learner will be able to:

- Cash up and consolidate multiple tills as point of sale.
- Prepare and deposit multiple till takings in a retail environment.
- Control float, change and petty cash in a retail environment.

**Rationale:**

The Wholesale and Retail industry identified a need for a Cash Office Clerk qualification which seeks to address skills gaps prioritised in the Sector Skills Plan. Wholesale and Retail outlets are responsible for handling large amounts of cash and process countless transactions on a daily basis and these transactions and cash need to be consolidated daily in order to ensure accurate and efficient financial statements of these businesses. This qualification serves as an entry level for cash office operators in a Wholesale and Retail environment. The learners will gain skills: cash up and consolidate multiple tills, prepare and deposit multiple till takings in a retail environment, control float, change and petty cash in a retail environment. The industry is currently experiencing high staff turnover due to the demand for these critical skills that qualified learners need to operate in complex environments and advanced business retail operations.

This qualification will empower individual learners with the opportunity to acquire cash office competencies to function productively and effectively in a Wholesale and Retail business environment. Competent learners will be able to perform cashing up procedures, be aware of safety and security in these environments, using relevant business documentation and apply proper industry operating procedures to improve on the efficiency of multiple cash office operations.

A qualified learner will be able to progress in different Wholesale and Retail environments whether micro, such as a general shop, or macro (complex) Wholesale and Retail environments such as Hypermarkets.

**LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING**

**Recognition of Prior Learning (RPL):**

RPL for access to the external integrated summative assessment: Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related curriculum document to establish and confirm prior learning. Accredited providers and workplaces must confirm prior learning by issuing a statement of result or certifying a work experience record.

RPL for access to the qualification: Accredited providers and approved workplaces may recognise prior learning against the relevant access requirements.

**Entry Requirements:**

- Level 1 with Mathematics and Communication.

**RECOGNISE PREVIOUS LEARNING?**

Y

**QUALIFICATION RULES**

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

**Knowledge Modules:**

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

Total number of credits for Knowledge Modules: 10.

**Practical Skill Modules:**

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

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, Level 2, 4 Credits.
- 411102001-WM-02, Processes and procedures for depositing takings, Level 2, 4 Credits.
- 411102001-WM-03, Processes and procedures for controlling floats, change and petty cash, Level 2, 4 Credits.

Total number of credits for Work Experience Modules: 12.

### **EXIT LEVEL OUTCOMES**

1. Cash up and consolidate multiple tills.
2. Prepare and deposit multiple till takings in a retail environment.
3. Control float, change and petty cash in a retail environment.

### **ASSOCIATED ASSESSMENT CRITERIA**

Associated Assessment Criteria for Exit Level Outcome 1:

- The different payments are counted and recorded in a way that is accurate and results in multiple tills being cashed up and consolidated.
- The shorts and overs are recorded in a way that is accurate and the reporting of the shorts and overs results in losses being minimised.
- The cash to be deposited is secured in a manner that minimise losses according to the relevant policies and procedures of the store and guards.

Associated Assessment Criteria for Exit Level Outcome 2:

- Bank requirements and procedures for depositing takings are accurately identified and explained in a way that results in accurate deposits.
- The cash to be deposited is prepared in a way that meets general bank requirements.
- The cash deposited is appropriate to the given scenario.
- Floats are replenished and issued in a way that is appropriate to the given scenarios.

Associated Assessment Criteria for Exit Level Outcome 3:

- The change ordered, replenished and secured is accurate and is appropriate to the scenario given.
- The float, change and petty cash documentation is completed accurately and is appropriate to the scenario given.
- The change is reconciled in a way that results in floats being balanced.

Integrated Assessment:

Integrated Formative Assessment:

The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment leads to entrance into the integrated external summative assessment.

Integrated Summative Assessment:

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the Exit Level Outcomes and Associated Assessment Criteria.

### **INTERNATIONAL COMPARABILITY**

Two examples, namely United States of America (USA), National Retail Federation and North America, Houston were selected for Comparison.

United States of America (USA):

The National Retail Federation presents a professional certificate which covers the following content:

- Input all payments into record keeping system.
- Maintain and organize pertinent back up information.
- Reconcile discrepancies in balancing at a batch level.
- Prepare and balance daily bank deposits of cash payments.
- Review bankruptcy exception reports and court dockets.
- Perform quality control checks on all bankruptcy exception reports.
- Provide prompt resolution to customer inquiries.
- Provide administrative support to department.

- Uphold company policies and client requirements.
- Provide feedback to management concerning possible problems or areas of improvement.

High School Diploma or General Education Development (GED) Certificate.

Data entry experience required. 2 years data entry/corporate environment experience.

Proficient personal computer skills including Microsoft Office.

Key skills:

- Excellent interpersonal, written, and oral communication skills.
- Ability to maintain the highest level of confidentiality.
- Ability to work in a team fostered environment.
- Ability to work in a multi-tasked environment.
- Ability to prioritize and organize work.
- Ability to adapt to a flexible schedule.

United States, North America:

The main responsibilities covered in the training material include the following elements:

- Provide high-quality customer service Train, schedule, and supervise customer service clerks.
- Performs daily inventory and order.
- Conduct full department inventory.
- Monitor inter-office mail and company website daily.
- Operate electronic scanning cash register.
- Receive payment for customer purchases.
- Operate machines to sell money orders.
- Use computer to check customer's photo finishing status.
- Balance and reset tills.
- Operate computer to input numerical data.
- Demonstrated prior customer service skills or related experience.
- Basic arithmetic skills.
- Ability to use machines for counting money, wire transfer processing and lottery.
- Ability to problem-solve and handle stressful, sometimes complex, situations.
- Excellent customer service skills.
- Ability to multi-task and work in a fast-paced environment.
- Ability to work independently as well as within a large team.
- Self-motivated and driven to increase knowledge of Safeway products and share that knowledge with Safeway customers.

Conclusion:

The Occupational Certificate: Cash Office Clerk covers most of the above aspects and will allow a qualified learner to gain competencies required in the industry. It compares well with the qualifications in other countries as selected.

### **ARTICULATION OPTIONS**

Horizontal Articulation:

- Occupational Certificate: Checkout operator Level 2 (qualification in development).

Vertical Articulation:

- Occupational Certificate: Sales Assistant Level 3 (qualification in the process of registration).

### **MODERATION OPTIONS**

N/A

### **CRITERIA FOR THE REGISTRATION OF ASSESSORS**

N/A

### **NOTES**

Qualifying for external assessment:

In order to qualify for an external assessment, learners must provide proof of completion of all

required standards by means of statements of results and work experience.

Additional legal or physical entry requirements:

None.

Criteria for the accreditation of providers:

Accreditation of providers will be done against the criteria as reflected in the relevant curriculum on the Quality Council for Trades and Occupations (QCTO) website.

The curriculum title and code is: Cash Office Clerk; 411102001.

This qualification encompasses the following trades as recorded on the NLRD:

- This is not a Trade qualification.

Part Qualifications:

None.

#### **LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION:**

**NONE**

#### **PROVIDERS CURRENTLY ACCREDITED TO OFFER THIS QUALIFICATION:**

*This information shows the current accreditations (i.e. those not past their accreditation end dates), and is the most complete record available to SAQA as of today. Some Primary or Delegated Quality Assurance Functionaries have a lag in their recording systems for provider accreditation, in turn leading to a lag in notifying SAQA of all the providers that they have accredited to offer qualifications and unit standards, as well as any extensions to accreditation end dates. The relevant Primary or Delegated Quality Assurance Functionary should be notified if a record appears to be missing from here.*

**NONE**

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