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**SOUTH AFRICAN QUALIFICATIONS AUTHORITY
REGISTERED QUALIFICATION:**

Occupational Certificate: Checkout Operator

SAQA QUAL ID		QUALIFICATION TITLE		
99707		Occupational Certificate: Checkout Operator		
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	35	Not Applicable	NQF Level 02	Regular-ELOAC
REGISTRATION STATUS		SAQA DECISION NUMBER	REGISTRATION START DATE	REGISTRATION END DATE
Registered		SAQA 07117/17	2017-07-28	2020-07-28
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2021-07-28		2024-07-28		

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 Checkout Operator.

A Checkout Operator promotes customer loyalty while recording purchases and receiving payment and minimizing 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.

Rationale:

This qualification targets learners who come into contact with customers on a daily basis in a wholesale and retail environment. In the wholesale and retail industry, customer service is of paramount importance. Very often the only person who comes into contact with the customer is the checkout operator.

Checkout operators or cashiers operate tills at sales points in most large stores, recording and receiving payment for goods being purchased. They pass items over an electronic bar code reader or key in prices manually. Skilled checkout operators in the wholesale and retail industry play a crucial role in contributing to the profitability of the business through the way that they process transactions and interact with customers.

The Wholesale and Retail sector has created a developmental pathway for different occupations within the sector. This qualification will aid learners along a path of life-long learning and social transformation through the formal acknowledgement of competencies, skills and knowledge through the attainment of a registered Qualification thereby enhancing their employment prospects.

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 recognize prior learning against the relevant access requirements.

Entry Requirements:

- NQF Level 1 with mathematical literacy and communication.

RECOGNISE PREVIOUS LEARNING?

Y

QUALIFICATION RULES

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

Knowledge Modules:

- 523101000-KM-01, Principles of customer service, Level 2, 3 Credits.
- 523101000-KM-02, Principles of recording transactions and processing of payments, Level 2, 3 Credits.
- 523101000-KM-03, Concepts and generally accepted methods for cashing up, Level 2, 2 Credits.

Total number of credits for Knowledge Modules: 8.

Practical Skill Modules:

- 523101000-PM-01, Communicate with customers, Level 2, 2 Credits.
- 523101000-PM-02, Operate Point of Sale, Level 2, 3 Credits.
- 523101000-PM-03, Cash up Point of Sale and control change, Level 2, 2 Credits.

Total number of credits for Practical Skill Modules: 7.

This qualification also requires the following Work Experience Modules:

- 523101000-WM-01, Processes and procedures of interacting with customers, Level 2, 6 Credits.
- 523101000-WM-02, Processes and procedures of recording transactions and processing payment, Level 2, 8 Credits
- 523101000-WM-03, Processes and procedures of balancing takings and controlling change, NQF Level 2, 6 Credits.

Total number of credits for Work Experience Modules: 20.

EXIT LEVEL OUTCOMES

1. Communicate effectively with customers to execute checkout operator duties and responsibilities.
2. Record transactions and process payment accurately in order to minimize losses.
3. Cash up and balance till takings accurately so that losses and time wasting are minimized.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- Typical queries are answered correctly using appropriate terminology according to the given scenarios.
- The importance of non-verbal communication is explained in terms of how it impacts on the customer.
- The impact of personal appearance is explained in terms of what it communicates to the customer.
- Ways of making customers feel welcome in the store are explained with examples.

Associated Assessment Criteria for Exit Level Outcome 2:

- The workstation with all stationery and equipment is prepared at start of day as required in a retail and/or wholesale outlet.
- Transactions are recorded on the till accurately.
- All forms of payment are correctly accepted and the correct change is given where applicable.
- The transactions are recorded and the payment is processed in a manner that minimizes the chance of losses occurring.
- The appropriate money balance is ordered for expected sales over different times of the week/month so as to be able to give the required change
- Identified in-store situations that lead to change going missing are explained along with what should have been done to eliminate losses.

Associated Assessment Criteria for Exit Level Outcome 2:

- The workstation with all stationery and equipment is prepared at start of day as required in a retail and/or wholesale outlet.
- Transactions are recorded on the till accurately.
- All forms of payment are correctly accepted and the correct change is given where applicable.
- The transactions are recorded and the payment is processed in a manner that minimizes the chance of losses occurring.
- The appropriate money balance is ordered for expected sales over different times of the week/month so as to be able to give the required change
- Identified in-store situations that lead to change going missing are explained along with what should have been done to eliminate losses.

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 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

This qualification has been compared with similar qualifications in United Kingdom Qualifications Framework and with Singapore Workforce Skills Qualifications as these two countries are considered to be leaders in wholesale and retail operations and therefore best suited for comparability as to the standard of this qualification.

United Kingdom:

Qualification WRR 20102 - Certificate in Retail Operations Level 2 (UK Framework).

The Occupational Certificate; Checkout Operator compares with the Certificate in Retail Operations Level 2 in terms of the following learning components:

- Communication in the workplace.
- Point of sales handling procedures.
- Terminal or register balancing (Point of Sale).
- Customer interaction.

Singapore:

Certificate in Retail Operations -SWSQ:

The Singapore Workforce Development Agency is a statutory board under the Ministry of Manpower (MOM) and leads and drives workforce development in Singapore through a strong focus on industry driven competency requirements which are similar to what are in our South African qualifications.

The Certificate in Retail Operations -SWSQ contains the following competencies that are also covered in the Occupational Certificate: Checkout Operator, namely:

- Interact with customers.
- Perform point of sale operations.
- Apply safety and security practices.

Conclusion:

The Occupational Certificate: Checkout Operator, NQF Level 2 aligns well with international trends in terms of the competencies expected from a till operator/ cashier/point of sale operator/checkout operator.

ARTICULATION OPTIONS

Horizontal Articulation:

- Occupational Certificate: Store Person, Level 2 (ID 99703).

Vertical articulation:

- Occupational Certificate: Dispatching and Receiving Clerk, Level 3 (ID 99446).

MODERATION OPTIONS

N/A

CRITERIA FOR THE REGISTRATION OF ASSESSORS

N/A

NOTES

N/A

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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