

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Understanding the Handling of Customer Payments in a Retail Business

Unit Reference Number: T/615/9465

Level: Two (2)

Credit Value: Two (2)

Minimum Guided Learning Hours: 12

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know the methods of payment accepted from retail customers	1.1 List the methods of payment typically accepted by retail businesses and describe how each is processed
2. Understand the risks involved in handling payments	2.1 Describe how errors can arise when accepting cash payments at the till, and explain how these can result in losses
	2.2 Identify the security risks that may arise when handling payments
3. Understand the cashier's responsibility for providing service at the payment point	3.1 Outline the cashier's responsibilities for serving customers at the payment point
	3.2 Identify common problems which can arise at the payment point and describe how the cashier can resolve or refer these
	3.3 Describe additional services which are often offered to customers at the payment point, such as cash-back or wrapping
	3.4 Describe how the cashier can help to promote additional sales at the payment point
4. Understand the cashier's responsibilities when processing age-restricted goods at the payment point	4.1 List the types and age restrictions of products which can be sold only to customers, or by employees, who are over a minimum age specified by law
	4.2 State the consequences for the cashier and the business if legal age restrictions are not complied with

4.3 Describe the cashier's responsibilities for helping to ensure that legal age restrictions are complied with