



Evidence Booklet

OCR Level 2 Award/Certificate in Retail Knowledge

10360/10361

Unit 6: Understanding the handling of customer payments in a retail business

Level 2

Candidate’s name (Block capitals).....

Instructions to candidates

Read the instructions carefully and complete all tasks in this booklet.

I confirm that

- the work in this booklet is my own work.
- I have not copied from anyone or any other sources.
- I have not allowed anyone to copy my work.

Candidate’s signature..... Completion date.....

When your evidence booklet is complete, sign and date the following declaration.

Centre assessor’s name (Block capitals).....

I confirm that I have read the *Introduction for Tutors* overleaf.

I confirm that I have authenticated the candidate’s work and am satisfied that to the best of my knowledge the work produced is solely that of the candidate.

I confirm that

- all tasks have been completed
- I have marked the work following the assessment guidance
- the work meets the assessment criteria.

Centre assessor’s signature..... Completion date.....

(If applicable)

Internal quality assurer’s (IQA) name (Block capitals)

I confirm that I have checked this booklet and agree with the assessment decision.

IQA’s signature..... Date of quality assurance.....

(If applicable)

Scribe’s name (Block capitals).....

I confirm that I have transcribed the candidate responses using their own words.

Scribe’s signature..... Date.....

Introduction for tutors

The purpose of this evidence booklet is to provide a simple and manageable solution for gathering evidence for Unit 6 of this qualification.

ASSESSMENT AND QUALITY ASSURANCE

All evidence **must** be marked before submission. This should be indicated through a tick and/or feedback comment on each answer. Tutors should check that there are no gaps in the evidence. Incomplete evidence must not be submitted. The relevant Assessment Criterion (AC) is listed against the title of each Task.

Scribed work **must** be annotated with the scribe's initials. If candidates require a scribe, further guidance can be found in the JCQ document: *Access Arrangements, Reasonable Adjustments and Special Consideration 2012-2013*. The application form for reasonable adjustments is available to download from the JCQ website: <http://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/forms/form-vq-ia>

Centres should have an internal standardisation process in place to ensure consistency of assessment across assessors. For further guidance refer to the centre handbook which is available to download from the OCR website: www.ocr.org.uk

SUBMITTING EVIDENCE

Answers should be individual to the candidate and his/her own work. Staple together the tasks in numerical order. Do not submit evidence booklets in folders or plastic pockets. Do not submit group coursework, handouts or downloads.

All evidence submitted must be legible. If evidence is scanned for electronic submission, please ensure that the scanned copy is clearly legible and that pages are in the correct sequence and orientation.

A Candidate Submission Sheet must be completed in line with OCR Administration Guide. The sheets are available to download from the qualification pages on the OCR website: www.ocr.org.uk

Please note that OCR is unable to return candidate work to centres, so centres may wish to take a copy before submitting evidence.

FEEDBACK TO CENTRES

Examiner-moderators will complete an electronic Centre Feedback Report Form (e-NQF6) for each batch submitted. Reports are accessed through OCR Interchange.

KEEPING UP-TO-DATE

Occasionally OCR may up-date these booklets. Please refer to the relevant qualification page on our website: www.ocr.org.uk for the most up-to-date version.

QUALIFICATION DETAILS

OCR Level 2 Award in Retail Knowledge – 500/6718/7

OCR Level 2 Certificate in Retail Knowledge – 500/6736/9

The QCA Accreditation Number for this unit is:

Unit 6: Understanding the handling of customer payments in a retail business – H/502/5797

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Unit 6: Understanding the handling of customer payments in a retail business

CANDIDATE EVIDENCE BOOKLET

CENTRE NUMBER:	CANDIDATE NAME:
Learning Outcome 1. Know the methods of payment accepted from retail customers	
1) Describe three steps in processing each of the following methods of payment. (AC1.1)	
1. Customer paying with cash	Step 1:
	Step 2:
	Step 3:
2. Customer paying with a debit card	Step 1:
	Step 2:
	Step 3:
3. Customer payment includes a loyalty card voucher	Step 1:
	Step 2:
	Step 3:

Learning Outcome 2. Understand the risks involved in handling payments

2a) For **each** of the following situations explain how an error could occur resulting in a loss to the **customer** and how an error could occur resulting in a loss to the **business**. (AC2.1)

Situation 1 - A sales assistant processing a debit card payment including £50 cash back.

How could an error occur resulting in a loss to the customer?

.....
.....
.....

How could an error occur resulting in a loss to the business?

.....
.....
.....

Situation 2 - A sales assistant is interrupted by a colleague while processing a customer's purchases.

How could an error occur resulting in a loss to the customer?

.....
.....
.....

How could an error occur resulting in a loss to the business?

.....
.....
.....

<p>2b) For each of the following cashier activities identify one security risk and one action a cashier should take. You must identify three different security risks and three different actions. (AC2.2)</p>		
Cashier activity	A security risk	Action(s) to take to minimise risk
Accepting bank notes as payment		
Placing payments in to the till drawer		
Accepting a credit card as payment		

Learning Outcome 3. Understand the cashier’s responsibility for providing service at the payment point

3a) Outline **four** key responsibilities of a cashier when serving customers at the payment point.

For **each** responsibility identify **one** problem that could arise at the payment point. Describe a **different** way of resolving each problem. (AC3.1, 3.2)

A key responsibility is	A problem that could arise	A way to resolve or refer the problem is
1		
2		
3		
4		

3b) For each of the following examples of customer purchases identify a different additional service a cashier could offer a customer and describe what the service includes. (AC3.3)		
Customer purchases	Additional service	Description of what the additional service includes
1. A flat pack computer desk		
2. Flowers as a gift for a friend		
3. A large weekly shop of food		
4. Customer paying with a debit/credit card		
3c) Describe two ways a cashier can promote additional sales at the payment point. (AC3.4)		
1		2

Learning Outcome 4. Understand the cashier’s responsibilities when processing age-restricted goods at the payment point	
4a) (i) For each of the following four products give the legal age restrictions when selling to customers. (AC4.1)	
Product	Age restriction
Fireworks	
Lottery tickets	
Alcohol	
Cigarettes and tobacco	
4a) (ii) Identify two other products and give the legal age restriction when selling to customers. (AC4.1)	
Product 1: The age restriction is:	Product 2: The age restriction is:
4b) Describe two of a cashier’s responsibilities for helping to comply with legal age restrictions (AC4.3)	
1	2

4c) Give two consequences to the cashier and two consequences to the retail business of failing to comply with legal age restrictions. (AC4.2)	
Consequences to the cashier	Consequences to the retail business
1	1
2	2

END OF EVIDENCE BOOKLET