| | |
|---|---|
| **Unit Title:** | **Process payments for purchases in a retail environment** |
| OCR unit number: | 21 |
| Sector unit number: | C.08 |
| Level: | 2 |
| Credit value: | 4 |
| Guided learning hours: | 17 |
| Unit reference number: | L/503/5689 |

## Unit purpose and aim

This unit assesses the occupational competence of cashiers in a retail environment.

| Learning Outcomes | Assessment Criteria |
|---|---|
| **The Learner will:**<br>1 Understand legal and organisational requirements for processing payments in a retail environment | **The Learner can:**<br>1.1 explain the customer's rights and the organisation's duties and responsibilities in relation to the pricing of goods<br>1.2 explain how own organisation deals with suspected fraud |
| 2 Be able to process payments for purchases in a retail environment | 2.1 resolve pricing problems by:<br>• referring to reliable pricing information<br>• seeking advice from the person who can provide clarification when pricing information is unclear or unavailable<br>2.2 tell customers the correct amount to pay, taking account of any special offers or discounts that apply<br>2.3 process payments in line with organisational procedures, where the payment is acceptable<br>2.4 explain how to tell customers tactfully that payment cannot be approved<br>2.5 offer any additional services to customers<br>2.6 treat customers politely throughout the payment process<br>2.7 acknowledge other customers who are waiting to pay or to be helped in some way |

## Assessment

This unit requires workplace assessment of occupational competence. It is internally assessed by centre staff and externally assessed by an OCR External Verifier.

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The unit is competence-based. This means that it is linked to the candidate's ability to competently perform a range of tasks associated with their work.

**AC 2.6**: 'Politely' means demonstrating respect and consideration for other people through the use of appropriate body language, verbal language, tone of voice (or the sign language equivalent) and facial expressions.

The unit needs to be assessed in line with the relevant Sector Skills Council's (SSC's) Assessment Strategy or Principles. Skillsmart Retail's Assessment Principles for Retail Qualifications can be found on their website (www.skillsmartretail.com).

Assessment conducted by an external/peripatetic assessor must adhere to section 4.2.1 of Skillsmart Retail's '*Retail Qualifications Assessment Principles'*. As such, OCR requires the line manager or the owner/manager to sign and date the bottom of each unit Evidence Record Sheet (ERS) to both confirm their involvement and the candidate's competence. This should be on or prior to the signature and date provided by the assessor.

## Evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing programmes of learning.

## Guidance on assessment and evidence requirements

OCR provides the following as guidance when assessing the unit:

**AC 1.1**: The candidate needs to understand the rights, duties and responsibilities as set out in primary legislation e.g. Sale of Goods Act, Consumer Protection from Unfair Trading Practices Regulations. They should also know that the retailer must describe goods accurately in any display or point of sale information with the full price shown including VAT. This should include the legal rights of customers relating to pricing of special offers, promotions and discounts.

**AC 2.5**: *Additional services* could include packing and wrapping, carry to car, cash back, offering guarantees/warranties, reserving goods, assembling goods, home delivery, collect later etc.

Where additional guidance has been provided, it is not intended to be exhaustive. Candidates may also use other relevant or appropriate examples.

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

## National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference SSR.C213, SSR.C214

**NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk**.


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## Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

| **Functional Skills Standards** | | | | | |
|---|---|---|---|---|---|
| **English** | | **Mathematics** | | **ICT** | |
| Speaking and Listening | ✔ | Representing | | Use ICT systems | ✔ |
| Reading | ✔ | Analysing | | Find and select information | ✔ |
| Writing | ✔ | Interpreting | | Develop, present and communicate information | ✔ |

## Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .