

Unit Title: Understanding the handling of customer payments in a retail business
Level: 2
Credit value: 2
Guided learning hours: 8
Unit expiry date: 31.12.16

Unit purpose and aim

The purpose of this unit is to provide learners with the knowledge and understanding of the cashier's responsibilities in terms of processing payments at the payment point within retail businesses.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
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	1.1 For example, these may include the following methods and how they are processed: Methods: <ul style="list-style-type: none"> • Cash • Credit/debit cards • Gift vouchers • Coupons/loyalty vouchers Processed: <ul style="list-style-type: none"> • Counting, checking and safe storage of cash • Chip 'n' pin machines • Electronic scanning/barcode recognition/vendor codes
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	2.1 For example, this may include: <ul style="list-style-type: none"> • Incorrect monies counted in • Incorrect change given • Distracted cashiers • Resulting losses to business and/or customer

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		<p>2.2 Candidates will be expected to recognise potential security risks and the actions they should take in the event of each. For example:</p> <ul style="list-style-type: none"> • till theft • fraudulent card payments • fake bank notes • faulty equipment
<p>3. Understand the cashier's responsibility for providing service at the payment point</p>	<p>3.1 Outline the cashier's key responsibilities for serving customers at the payment point</p> <p>3.2 Identify common problems which can arise at the payment point and describe how the cashier can resolve or refer these</p> <p>3.3 Describe additional services which are often offered to customers at the payment point, such as cash-back or wrapping</p> <p>3.4 Describe how the cashier can help to promote additional sales at the payment point</p>	<p>3.1 For example, this may include:</p> <p>Primary responsibilities:</p> <ul style="list-style-type: none"> • To process customer payments • To process customer transactions • To ensure that the till has sufficient money to complete cash transactions • To be polite and efficient • To maintain security of customer payments <p>Additional responsibilities:</p> <ul style="list-style-type: none"> • To offer additional services, where appropriate • To advise customers on special offers and promotions <p>3.2 For example, this may include:</p> <ul style="list-style-type: none"> • Pricing issues • Payment problems (eg cards not accepted) • Faulty equipment (eg faulty chip 'n' pin machine) • Customers returning/exchanging items • Insufficient change in tills • Shift changes • Opening credit accounts <p>3.3 This may also include additional services such as carry to car, product assembly and demonstration</p>

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		<p>3.4 For example, this may include:</p> <ul style="list-style-type: none"> • Advising of linked products/loyalty schemes/current promotions • Having a good knowledge of products • Asking if customers require additional items such as stamps/phone top-ups
<p>4. Understand the cashier's responsibilities when processing age-restricted goods at the payment point</p>	<p>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</p> <p>4.2 State the consequences for the cashier and the business if legal age restrictions are not complied with</p> <p>4.3 Describe the cashier's responsibilities for helping to ensure that legal age restrictions are complied with</p>	<p>4.1 Candidates will be expected to recognise items that require the cashier to be of a minimum age to sell, or for the customer to buy. They will also be expected to know what the age restrictions are for specified products</p> <p>For example, this may include:</p> <ul style="list-style-type: none"> • Cigarettes and tobacco • Alcohol • Lottery tickets • Fireworks • Solvents <p>4.2 Candidates will be expected to know the possible legal consequences that may be imposed on both the business and/or the employee. For example, this may include:</p> <ul style="list-style-type: none"> • Suspended licence • Fines • Imprisonment <p>4.3 Candidates will be expected to know what a cashier should do if they suspect a customer is under-age. For example, this may include:</p> <ul style="list-style-type: none"> • Requesting ID • Refusing a sale • Completing relevant records <p>Candidates will also be expected to recognise acceptable forms of identification</p>

Assessment and evidence requirements

There are **two** assessment routes available to candidates and centres can use both routes within the Level 2 qualification. Candidates can achieve the full award/certificate via on-screen multiple-choice tests **and/or** can provide evidence of their knowledge and skills, collated in an evidence booklet or a portfolio. The evidence is internally assessed and externally moderated. Centres must select the most appropriate assessment route for the candidate.

E-assessment:

The on-screen test for this unit will be 30 minutes in length and consist of 20 questions. Results will be graded pass or fail.

Each test will consist of multiple-choice questions which will test candidates' knowledge and understanding across the learning outcomes and associated assessment criteria. Candidates will be required to have knowledge and understanding of all assessment criteria within the unit, as all assessment criteria will be covered within any one test.

A number of multiple-choice question types may be used. These could include: closed questions; statements for completion; multiple response questions; true/false questions or ordering questions (including a maximum of 4 steps).

In order to deliver the on-screen test for this unit, centres will need to meet minimum hardware requirements as specified in the Surpass System Requirements. This document is available from the [e-assessment area](#) of our website.

For further information on the e-assessment route please refer to the centre handbook which is available on our [website](#).

Postal moderation:

Evidence booklets must be completed by the candidate under supervised conditions. The candidate's responses and evidence in the booklet must be internally assessed by centre staff (e.g. teachers/tutors, assessors) before being submitted to OCR for external moderation. Results will be graded pass or fail.

We have created OCR Candidate Evidence Booklets for each unit which are available to download from the qualification page of our [website](#).

Centres are permitted to devise their own evidence booklets. If they choose to devise their own evidence booklets they must, however, also use the OCR Evidence Checklists.

For further information on the postally moderated route please refer to the centre handbook which is available on our [website](#).