Unit Title:	**Manage the payment transaction process in a retail environment**
OCR unit number:	8
Sector unit number:	C.16
Level:	3
Credit value:	9
Guided learning hours:	43
Unit reference number:	R/503/5693

Unit purpose and aim

This unit assesses the occupational competence of individuals who are responsible for managing the way payments are processed by staff at point of sale in a retail environment.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Be able to monitor payment transaction processing in a retail environment	**The Learner can:** 1.1 explain the aims that takings practices and procedures are designed to achieve 1.2 monitor the way staff process payment transactions, ensuring they are processed: • in line with organisational processing requirements • in ways that attempt to maintain goodwill 1.3 perform checks to ensure that equipment is providing information concerning payment transactions that is: • up-to-date • accurate 1.4 follow organisational procedures to take action to resolve any instances of: • payment transaction processing not meeting organisational processing requirements • payment transactions not being processed in ways that attempt to maintain goodwill • out of date or inaccurate information

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Learning Outcomes	Assessment Criteria
2 Be able to manage the operation of payment points in a retail environment	2.1 perform checks to ensure that staff set up and operate payment points in line with organisational procedures 2.2 resolve any operational problems with payment points when within own authority to do so 2.3 monitor the way that payments are handled, ensuring that staff are following organisational procedures 2.4 develop contingency plans to deal with unexpected problems at payment points

Assessment

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

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.

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

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.C309, SSR.C310

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 .