

Occupational Certificate: Checkout Operator

This qualification does not replace any other qualification and is not replaced by any other qualification

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose: The purpose of this qualification is to prepare a learner to function as a Checkout Operator. A Checkout Operator promotes customer loyalty while recording purchases, receiving payment, and minimizing losses to the establishment.

A qualified learner will be able to:

1. Communicate with customers at the point of sale.
2. Record sales and process payments at a point of sale.
3. Cash up and control change in a retail outlet.

Rationale: This qualification targets individuals who have first contact with customers daily in a wholesale and retail environment. In the wholesale and retail industry, customer service is of paramount importance, often provided primarily by checkout operators.

Checkout operators, or cashiers, operate tills at sales points in large stores, recording and receiving payment for goods being purchased. They pass items over an electronic bar code reader or key in prices manually. Skilled checkout operators contribute significantly to the profitability of the business through efficient transaction processing and positive customer interaction.

This qualification provides learners with the competencies needed to handle transactions (receiving and processing payments by cash, cheques, credit cards, etc.), check daily cash counts, and minimize losses. It equips learners with the knowledge, understanding, skills, and experience to become proficient checkout operators.

The Wholesale & Retail sector has created a developmental pathway for different occupations within the sector. This qualification supports both individual development of the learner through lifelong learning and social transformation by formally acknowledging competencies, skills, and knowledge through the attainment of a registered qualification, thereby enhancing employment prospects.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL): RPL for access to the external integrated summative assessment: Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related curriculum document to establish and confirm prior learning. Accredited providers and workplaces must confirm prior learning by issuing a statement of results or certifying a work experience record.

RPL for access to the qualification: Accredited providers and approved workplaces may recognize prior learning against the relevant access requirements.

Entry Requirements: The minimum entry requirement for this qualification is:

- NQF Level 1 qualification with Mathematical Literacy.

RECOGNISE PREVIOUS LEARNING? Yes

QUALIFICATION RULES

This qualification comprises compulsory Knowledge, Practical Skill, and Work Experience Modules:

Knowledge Modules

1. 523101000-KM-01: Principles of customer service, NQF Level 2, Credits 3.
2. 523101000-KM-02: Principles of recording transactions and processing of payments, NQF Level 2, Credits 3.
3. 523101000-KM-03: Concepts and generally accepted methods for cashing up, NQF Level 2, Credits 2.

Total number of credits for Knowledge Modules: 8

Practical Skill Modules

1. 523101000-PM-01: Communicate with customers, NQF Level 2, Credits 2.
2. 523101000-PM-02: Operate Point of Sale, NQF Level 2, Credits 3.
3. 523101000-PM-03: Cash up Point of Sale and control change, NQF Level 2, Credits 2.

Total number of credits for Practical Skill Modules: 7

Work Experience Modules

1. 523101000-WM-01: Processes and procedures of interacting with customers, NQF Level 2, Credits 6.

2. 523101000-WM-02: Processes and procedures of recording transactions and processing payment, NQF Level 2, Credits 8.
3. 523101000-WM-03: Processes and procedures of balancing takings and controlling change, NQF Level 2, Credits 6.

Total number of credits for Work Experience Modules: 20

EXIT LEVEL OUTCOMES

1. Communicate effectively with customers to execute checkout operator duties and responsibilities.
2. Record transactions and process payment accurately to minimize losses.
3. Control change to provide the required level of customer service and minimize losses.
4. Cash up and balance till takings accurately to minimize losses and time wastage.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- Correctly answer typical queries using appropriate terminology and according to given scenarios.
- Explain the importance of non-verbal communication and its impact on the customer.
- Explain the impact of personal appearance in terms of what it communicates to the customer.
- Provide examples of ways to make customers feel welcome in the store.

Associated Assessment Criteria for Exit Level Outcome 2:

- Prepare the workstation with all necessary stationery and equipment at the start of the day.
- Demonstrate the ability to secure a till during breaks to minimize the chance of shrinkage.
- Accurately record transactions on the till.
- Correctly accept all forms of payment and give the correct change where applicable.
- Record transactions and process payments to minimize the chance of losses.
- Handle problems encountered while recording transactions and processing payments according to generally accepted practices.

Associated Assessment Criteria for Exit Level Outcome 3:

- Order the appropriate quantity of change for expected sales at different times using the appropriate stationery.

- Identify in-store situations that lead to change going missing and explain preventative measures.

Associated Assessment Criteria for Exit Level Outcome 4:

- Accurately count and separate the float.
- Group, count, and record different forms of payment to be handed in using the appropriate stationery.
- Explain the concept of pickups and how they occur in a wholesale/retail environment.

Integrated Assessment:

Integrated Formative Assessment: The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment leads to entrance into the integrated external summative assessment.

Integrated Summative Assessment: An external integrated summative assessment, conducted through the relevant QCTO Assessment Quality Partner, is required for the issuance of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria.

INTERNATIONAL COMPARABILITY

This qualification has been compared with similar qualifications in the United Kingdom Qualifications Framework and the Singapore Workforce Skills Qualifications. These countries are leaders in wholesale and retail operations, and this comparison helps assess the suitability and level of learning in the qualification.

United Kingdom Qualification WRR 20102 - Certificate in Retail Operations Level 2 (UK Framework). The envisaged areas of competency in the Checkout Operator qualification align well with the Certificate in Retail Operations WRR20102, including:

- Communication in the workplace.
- Point of sales handling procedures.
- Terminal or register balancing (Point of Sale).
- Customer interaction.

Singapore Certificate in Retail Operations - SWSQ The Singapore Workforce Development Agency, under the Ministry of Manpower (MOM), leads workforce development with a strong focus on industry-driven competency requirements, similar to the approach of the Quality Council for Trades and Occupations in South Africa.

The Certificate in Retail Operations - SWSQ covers the following competencies, also included in the Checkout Operator qualification:

- Interact with customers.
- Perform point of sale operations.
- Apply safety and security practices.

Other Comparisons: Comparison with qualifications or training in SADC and other African countries was challenging due to unavailable material. Although the USA is considered an area of best practice, relevant qualifications could not be sourced.

Conclusion: The Occupational Certificate: Checkout Operator aligns well with international trends regarding the competencies expected from a till operator/cashier/point of sale operator/checkout operator.

ARTICULATION OPTIONS

This qualification provides opportunities for horizontal and vertical articulation options.

Horizontal Articulation:

- Occupational Certificate: Store Person; NQF Level 2.

Vertical Articulation:

- Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor); NQF Level 3.

NOTES

Qualifying for External Assessment: Learners must have a copy of a completed and signed Statement of Work Experience and proof of successful completion of the following subjects and modules or alternative programmes where applicable.

Foundational learning competence is not a prerequisite for awarding this qualification.

Additional Legal or Physical Entry Requirements: None

Criteria for the Accreditation of Providers: Accreditation of providers will be done against the criteria as reflected in the relevant curriculum on the QCTO website.

The curriculum title and code are Checkout Operator: 523101000.

Encompassed Trade: This qualification does not encompass any trades as recorded on the NLRD.

Assessment Quality Partner (AQP): W&RSETA

Learning Programmes Recorded Against This Qualification: None

