



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

The accredited Skills Programme: Checkout Operator, NQF level 2, is an entry level occupational programme for individuals working as checkout operators at the point of sale (POS) in the wholesale and retail sector.

It covers knowledge and practical skills in recording transactions at a POS and performing end-of-day procedures, preventing shrinkage and loss, maintaining stock balances, processing payments, replenishing cash for a POS float and cashing up.

There is a strong focus on customer service and interacting with internal and external customers.

The programme can be used to articulate into the NC: Wholesale and Retail Operations and Wholesale and Retail Distribution at NQF levels 2.

## Target Audience

The skills programme is aimed primarily at individuals working as checkout operators and cashiers in wholesale and retail environments. Those offering customer service while receiving payments and issuing receipts and change at a POS will benefit from the programme.

## Entry Requirements

- Competence in Numeracy and Literacy at NQF level 1.

## Additional Requirements

- You will need access to appropriate workplace activities to complete the practical components of the skills programme.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet.

## Wholesale & Retail

# Checkout Operator

### W&RSETA Statement of Results

SP ID:	27/SP-523102/Che2/00239
NQF Level:	2
Credits:	26

## Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Checkout Operator, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the programme, you will be able to:

- Perform start and end of day functions and process payments at a POS.
- Minimise losses at a POS.
- Replenish cash at a POS float and perform cashing up functions.
- Prepare and record transactions at a POS.
- Interact with customers while recording transactions
- Prevent shrinkage and loss and maintain stock balances while recording transactions.
- Identify customer service standards.
- Present a positive image and respond to customer enquiries in a proactive manner.





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## Course Content

### SP: Checkout Operator

Accreditation Body: W&RSETA

| SETA SP ID: 27/SP-523102/Che2/00239

| NQF Level: 2 | Credits: 28

#### Unit Standard 114903: Interact with Customers

- Identify the standards for customer service
- Present a positive image to a customer
- Respond to customer enquiries in a positive manner

#### Unit Standard 114889: Record Transactions

- Prepare to record transactions at the point of sale and perform end of day procedures
- Record transactions
- Interact with a customer when recording transactions
- Record transactions to prevent shrinkage and losses
- Maintain stock balances while recording transactions

#### Unit Standard 114894: Process Payment at a Point of Sale (POS)

- Perform start and end of day functions at a POS
- Process payment at a POS
- Minimise losses at a POS
- Replenish cash at a POS float
- Perform cash up

## Our Accredited Organisations



FACULTY  
TRAINING  
INSTITUTE



Siyangoba



Siyaya<sup>®</sup>  
SKILLS INSTITUTE



PROSERV  
SOUTH AFRICA



MBAT  
DEVELOP - EMPOWER - GROW

