

# Cashier

## SYLLABUS/CURRICULUM

This Programme is aimed at training candidates for the job of “Cashier”, in the “Retail” Sector/Industry and by the end of the program aims at building the following key competencies amongst the learner:

1	To service Cash Point / POS	2	To follow point-of-sale procedures for age-restricted products
3	To process customer orders for goods	4	To process part exchange sale transactions
5	To process payments	6	To process cash and credit transactions
7	To process returned goods	8	To maintain health and safety
9	To create a positive image of self & organisation in the customers mind	10	To work effectively in your team
11	To work effectively in your organisation		

This course encompasses 11 / 11 NOS of “Cashier” - RAS/Q0102, Qualification Pack issued by RASCI.

Sr. No.	Module / Topic	Duration	Key Learning Outcomes	NOS Code
1	To service Cash Point / POS		PC1. Check at suitable times that staff are setting up and operating cash points correctly.	RAS/N0110
			PC2. Look into and promptly sort out any problems with routine cash point operations and transactions.	
			PC3. Check that staff are handling cash and cash equivalents efficiently and in line with approved procedures.	
			PC4. Accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation.	
			PC5. Correctly follow cash point security procedures.	
			PC6. Develop effective plans to cope with unexpected problems at the cash point	
2	To follow point-of-sale procedures for age-restricted products		PC1. Follow legal requirements and company policies and procedures for asking for proof of age.	RAS/N0111
			PC2. When you need proof of the customer’s age, make the sale only if they provide it and it meets legal and company conditions.	
			PC3. Follow legal requirements and company policies and procedures for refusing sales.	
			PC4. Refuse politely and firmly to make sales that are against the law or any procedures and policies you must follow.	
			PC5. Explain clearly and accurately to customers what proof of age you can accept.	

Sr. No.	Module / Topic	Duration	Key Learning Outcomes	NOS Code
			PC6. Follow company procedures for telling customers how to get proof of age. PC1. Tell customers the correct amount to pay. PC2. Check accurately the amount and means of payment offered by the customer. PC3. Where the payment is acceptable, process the payment in line with company PC4. Procedures. PC5. Tell the customer tactfully when payment cannot be approved. PC6. Record payments accurately. PC7. Store payments securely and protect them from theft. PC8. Offer additional services to the customer where these are available. PC9. Treat customers politely throughout the payment process. PC10. Balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help	
3	To process customer orders for goods		PC1. Identify customers' needs accurately by asking suitable questions. PC2. Identify the goods that will meet customers' needs and check with customers that these are satisfactory. PC3. Find out who can supply the goods needed and on what terms. PC4. Keep customers informed of progress in finding the goods they need. PC5. Give customers clear, accurate and complete information about the availability of goods and the terms of supply. PC1. Follow legal and company procedures for checking the customer's identity and credit status. PC2. Follow company policy for offering to order goods the customer needs if they are not in stock. PC3. Prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment. PC4. Provide accurate, clear, complete and timely information to those responsible for issuing the invoice. PC5. Tell the right person promptly when you cannot process an order and explain the reasons clearly. PC6. Let the customer know promptly and politely if their order cannot be delivered within the time agreed. PC7. Store customers' details securely and show them only to people who have a right to see them.	RAS/N0112
4	To process part		PC1. Thoroughly inspect the item being offered. PC2. Protect the item from damage while handling it.	RAS/N0113

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	exchange sale transactions		<p>PC3. Identify accurately any repairs and cleaning needed and the costs involved.</p> <p>PC4. Work out the exchange value of the item accurately within company guidelines.</p> <p>PC5. Explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement.</p> <p>PC6. Tell the customer politely that the item is not acceptable for part exchange, when this applies.</p> <p>PC7. Treat the customer politely throughout the valuation process.</p> <p>PC1. Follow company policies and procedures for checking who owns the item.</p> <p>PC2. Work out accurately the balance the customer should pay on the item they want to buy.</p> <p>PC3. Accept or refuse the customer's offers according to company policies and the discretion you are allowed.</p> <p>PC4. End the transaction politely if the customer is not willing to go ahead.</p> <p>PC5. Explain clearly and accurately the terms and conditions of the sale.</p> <p>PC6. Fill in the paperwork for the transaction.</p> <p>PC7. Treat the customer politely throughout negotiations</p> <p>PC1. Tell customers the correct amount to pay.</p> <p>PC2. Check accurately the amount and means of payment offered by the customer.</p> <p>PC3. Where the payment is acceptable, process the payment in line with company procedures.</p> <p>PC4. Tell the customer tactfully when payment cannot be approved.</p> <p>PC5. Record payments accurately.</p> <p>PC6. Store payments securely and protect them from theft.</p> <p>PC7. Offer additional services to the customer where these are available.</p> <p>PC8. Treat customers politely throughout the payment process.</p> <p>PC9. Balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help.</p>	
5	To process payments		<p>PC1. Accurately identify the price of purchases.</p> <p>PC2. Promptly sort out any pricing problems by referring to pricing information.</p> <p>PC3. Get advice promptly from the right person when you cannot sort out pricing problems yourself.</p> <p>PC4. Work out accurately the amount the customer should pay.</p>	RAS/N0115
6	To process cash and		<p>PC1. Follow company guidelines for setting customer credit limits.</p>	RAS/N0116

Sr. No.	Module / Topic	Duration	Key Learning Outcomes	NOS Code
	credit transactions		<p>PC2. Check customer accounts accurately and at suitable intervals to check that payments are up to date.</p> <p>PC3. Promptly investigate reasons for missed payments and accurately record your findings.</p> <p>PC4. Identify customers who go over their credit limits and report your findings promptly to the right person.</p> <p>PC5. Act promptly and within company guidelines to deal with customers who go over their credit limits.</p> <p>PC6. Report to the right person the results of the action you take to deal with customers who go over their credit limits.</p> <p>PC1. Check that payments from customers are valid and accurate.</p> <p>PC2. Record payments from customers promptly and accurately.</p> <p>PC3. Record clearly and accurately the reasons why payments are overdue.</p> <p>PC4. Identify problems accurately and sort them out promptly.</p> <p>PC5. Tell the right person promptly about any problems that you cannot sort out.</p> <p>PC6. Store collected payments securely and in line with company procedures</p> <p>PC1. Check that charges made to customer accounts are correct.</p> <p>PC2. Check that credits made to customer accounts are correct.</p> <p>PC3. Identify and sort out problems with customer accounts.</p> <p>PC4. Tell the right person about problems with customer accounts that you cannot sort out or that are beyond your responsibility and control.</p>	
7	To process returned goods		<p>PC1. Check clearly and politely with the customer what goods they want to return and their reasons.</p> <p>PC2. Apologise promptly if your company appears to be at fault.</p> <p>PC3. Follow legal &amp; company requirements for offering replacements and refunds, and explain these to the customer clearly &amp; politely.</p> <p>PC4. Explain to the customer clearly and politely the action you are going to take, and any charges that apply.</p> <p>PC5. Pick out accurately the replacement goods and follow company procedures for preparing them to be sent out.</p> <p>PC6. Explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.</p> <p>PC1. Check accurately the type, quantity and condition of returned goods.</p>	RAS/N0117

Sr. No.	Module / Topic	Duration	Key Learning Outcomes	NOS Code
			<p>PC2. Give accurate and complete information to the person who can raise a credit note or refund the payment.</p> <p>PC3. Update the stock control system promptly, accurately and fully.</p> <p>PC4. Label clearly any goods that are to be returned to the supplier or manufacturer.</p> <p>PC5. Move returned goods to the correct place and position unsaleable goods separately from sales stock</p>	
8	To maintain health and safety		<p>PC1. Notice and correctly identify accidents and emergencies.</p> <p>PC2. Get help promptly and in the most suitable way.</p> <p>PC3. Follow company policy and procedures for preventing further injury while waiting for help to arrive.</p> <p>PC4. Act within the limits of your responsibility and authority when accidents and emergencies arise.</p> <p>PC5. Promptly follow instructions given by senior staff and the emergency services</p> <p>PC1. Follow company procedures and legal requirements for reducing health and safety risks as far as possible while you work.</p> <p>PC2. Use safety equipment correctly and in the right situations.</p> <p>PC3. Get advice and help from the right people when you are concerned about your ability to work safely.</p> <p>PC1. Take suitable safety measures before lifting to protect yourself and other people.</p> <p>PC2. Use approved lifting and handling techniques.</p> <p>PC3. Check that any equipment you need to use is fit for use.</p> <p>PC4. Use lifting and handling equipment in line with company guidelines and manufacturers' instructions.</p> <p>PC5. Plan a safe and efficient route for moving goods.</p> <p>PC6. Make sure that you understand your responsibilities when you ask others to help in lifting and handling operations.</p>	RAS/N0121
9	To create a positive image of self & organisation in the customers mind		<p>PC1. Meet your organisation's standards of appearance and behaviour.</p> <p>PC2. Greet your customer respectfully and in a friendly manner.</p> <p>PC3. Communicate with your customer in a way that makes them feel valued and respected.</p> <p>PC4. Identify and confirm your customer's expectations.</p> <p>PC5. Treat your customer courteously and helpfully at all times.</p> <p>PC6. Keep your customer informed and reassured.</p> <p>PC7. Adapt your behaviour to respond effectively to different customer behaviour.</p>	RAS/N0130

Sr. No.	Module / Topic	Duration	Key Learning Outcomes	NOS Code
			<p>PC1. Respond promptly to a customer seeking assistance.</p> <p>PC2. Select the most appropriate way of communicating with your customer.</p> <p>PC3. Check with your customer that you have fully understood their expectations.</p> <p>PC4. Respond promptly and positively to your customers' questions and comments.</p> <p>PC5.Allow your customer time to consider your response and give further explanation when appropriate</p> <p>PC1. Quickly locate information that will help your customer.</p> <p>PC2. Give your customer the information they need about the services or products offered by your organisation.</p> <p>PC3. Recognise information that your customer might find complicated and check whether they fully understand.</p> <p>PC4.Explain clearly to your customers any reasons why their needs or expectations cannot be met.</p>	
10	To work effectively in your team		<p>PC1. Display courteous and helpful behaviour at all times.</p> <p>PC2. Take opportunities to enhance the level of assistance offered to colleagues.</p> <p>PC3. Meet all reasonable requests for assistance within acceptable workplace timeframes.</p> <p>PC4. Complete allocated tasks as required.</p> <p>PC5. Seek assistance when difficulties arise.</p> <p>PC6. Use questioning techniques to clarify instructions or responsibilities.</p> <p>PC7.Identify and display a non-discriminatory attitude in all contacts with customers and other staff members</p> <p>PC1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.</p> <p>PC2.Follow personal hygiene procedures according to organisational policy and relevant legislation</p> <p>PC1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.</p> <p>PC2. Interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.</p> <p>PC3. Ask questions to seek and clarify workplace information.</p> <p>PC4. Plan and organise daily work routine within the scope of the job role.</p> <p>PC5. Prioritise and complete tasks according to required timeframes.</p> <p>PC6.Identify work and personal priorities and achieve a balance between competing priorities.</p>	RAS/N0137

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11	To work effectively in your organisation		PC1. Share work fairly with colleagues, taking account of your own and others' preferences, skills and time available.	RAS/N0138
			PC2. Make realistic commitments to colleagues and do what you have promised you will do.	
			PC3. Let colleagues know promptly if you will not be able to do what you have promised and suggest suitable alternatives.	
			PC4. Encourage and support colleagues when working conditions are difficult.	
			PC5. Encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect.	
			PC6. Follow the company's health and safety procedures as you work.	
			PC1. Discuss and agree with the right people goals that are relevant, realistic and clear.	
			PC2. Identify the knowledge and skills you will need to achieve your goals.	
			PC3. Agree action points and deadlines that are realistic, taking account of your past learning experiences and the time and resources available for learning.	
			PC4. Regularly check your progress and, when necessary, change the way you work.	
			PC5. Ask for feedback on your progress from those in a position to give it, and use their feedback to improve your performance	
			PC1. Encourage colleagues to ask you for work-related information or advice that you are likely to be able to provide.	
			PC2. Notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice.	
			PC3. Give clear, accurate and relevant information and advice relating to tasks and procedures.	
			PC4. Explain and demonstrate procedures clearly, accurately and in a logical sequence.	
			PC5. Encourage colleagues to ask questions if they don't understand the information and advice you give them.	
			PC6. Give colleagues opportunities to practise new skills, and give constructive feedback.	
PC7. Check that health, safety and security are not compromised when you are helping others to learn.				
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*(This syllabus/ curriculum has been approved by RASCI)*