

# Occupational Certificate: Checkout Operator 118728

NQF Level 2

Minimum Credits: 35

Entry Requirements:  
NQF Level 1,  
Mathematics & Communication



## Purpose

This qualification prepares a learner to function as a Checkout Operator. A checkout operator promotes customer loyalty while recording purchases, receiving payments, and minimising losses to the establishment.

## Qualified Learner

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

## Knowledge & Practical Skill Modules



### Knowledge Modules

- Principles of customer service
- Principles of recording transactions and processing of payments
- Concepts and generally accepted methods for cashing up.



### Practical Skill Modules

- Communicate with customers
- Operate Point of Sale
- Cash up Point of Sale and control change



### Work Experience Modules

- Processes and procedures of interacting with customers
- Processes and procedures of recording transactions and processing payment
- Processes and procedures of balancing takings and controlling change.



### Integrated Formative Assessments:

This formative assessment leads to entrance into the integrated external summative assessment

### Integrated Summative Assessments:

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality partner is required for the issuing of this qualification.

