



Departement of Lifelong Learning & Extension

Short Terme Certificate Courses

(3 Months)

Syllabus

For

Certificate Course in Retail Cashier / Cashier

1. Knowledge required to effectively display stock to promote sales.	2 Maintenance of cleanliness and management of the equipment, material and extra products correctly and safely.
3. Identification of the purpose, content and style of the display.	4 .Ensure that the features of merchandise and props shown in the design brief are those most likely to attract customers' attention.
5 Identification of the purpose, content and style of the display.	6 Create new and effective ways of improving the visual effect, within limits of design brief, company's visual design policies.
7. Ensure that all information on the label is clear, accurate and legal before starting to label stock.	8. Create new and effective ways of improving the visual effect, within limits of design brief, company's visual design policies
9. Check that the display meets requirements for easy access, safety and security.	10. Knowledge required effectively dismantling and storing visual merchandising displays.
11. Identify damaged items, missing items and dangers and risks to health and safety, and report these promptly to the right person.	12. Use safe work methods and follow manufacturers' instructions when putting products together.
13. Learn the skills and knowledge required to promote loyalty schemes to customers.	14. Follow the procedures required to maintain health and safety.
15. Follow company procedures and legal requirements for reducing health and 16 Provide information and advice to meet the needs of customers and sort out their complaints.	16. Provide information and advice to meet the needs of customers and sort out their complaints.
17. Communicate with customer in a way that makes them feel valued and	18. Respond promptly to a customer seeking assistance.
19. Display courteous and helpful behavior at all time learner.	20. Meet all reasonable requests for assistance within acceptable workplace timeframes.

This program is aimed at training candidates for the job of "Store Sales Assistant / Retail Sales Associate are" in retail sector and aims at building the following key competencies amongst the learner:

Course Code	Title of the Module	Key Learning Outcomes
CFC 1	Service Cash Point/POS	<p>Understanding of setting up and operating cash points correctly. Ability to promptly sort out any problems with routine cash point operations and transactions. Ability to check that staff are handling cash and cash equivalents efficiently and in line with approved procedures. Knowledge to accurately and promptly authorize any refunds, cheques and credit card payments which need authorization. Knowledge of cash point security procedures and developing effective plans to cope with unexpected problems at the cash point, Knowledge of approved procedures for handling cash and cash equivalents and how to follow these efficiently. Writing skills, reading skills, oral communication skills and professional skills relevant to the job.</p>
CFC 2	Follow Point-of Sale Procedures for Age-Restricted Products	<p>Knowledge of legal requirements and company policies and procedures for asking proof of age. Knowledge of legal requirements and company policies and procedures for refusing sales. Ability to explain clearly and accurately to customers what proof of age is needed and follow company procedures for telling customers how to get proof of age. Ability to tell customers the correct amount to pay and check accurately the amount and means of payment. Ability to process the payment in line with company procedures, if payment is acceptable tell the customer tactfully when payment cannot be approved. Knowledge to record payments accurately and store payments securely. Knowledge to offer additional services to the customer, treat customer politely and balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help. Knowledge of checking for and identifying counterfeit payments and checking for stolen cheques, credit cards, charge cards or debit cards. Writing skills, reading skills, oral communication skills and professional skills relevant to the job.</p>
CFC 3	Process Customer Orders for Goods	<p>Knowledge of identifying customer needs and the goods that will meet customer's needs. Ability to locate the source of supply the goods needed and give customers' clear, accurate and complete information about the availability of goods and the terms of supply. Knowledge of legal and company procedures for checking the customer's identity and credit status and company policy for offering to order goods needed by the customer.</p>

		<p>Ability to prepare accurate, clear and complete information about the order and pass this information to people responsible for fulfilment. Knowledge of legal and company requirements relating to customer confidentiality and who is entitled to “see customer information and in what situations Writing skills, reading skills, oral communication skills and professional skills relevant to the job.”</p>
CFC 4	Process Part Exchange Sale Transactions	<p>Ability to thoroughly inspect the items being offered and protect the item from damage while handling it. Knowledge to identify accurately any repairs and cleaning needed, and the costs involved and work out the exchange value of the item accurately withing company guidelines. Ability to explain to the customer clearly and accurately the part-exchange value of, the item and the benefits of a exchange arrangement. ability to tell the customer politely that the items is not acceptable for part-exchange, when applicable.</p> <p>Knowledge of company policies and procedures for checking who owns and to work out accurately the balance the customer is required to pay.</p> <p>Ability to accept or refuse the customer’s offers according to company policies and discretions and end the transactions politely.</p> <p>Knowledge to assess correct amount to pay and check accurately the amount and means of payment offered by the customer. Ability to process the payment in line with company procedures, if payment is acceptable or tell the customer tactfully, when payment cannot be approved. Knowledge to record payments accurately and store payments securely. Writing skills, reading skills, oral communications skills and professional skills relevant to the job.</p>
CFC 5	Process Payments and Cash and Credit Transactions	<p>Ability to accurately identify the price of purchases and promptly sort out any pricing problems by referring to pricing information. Ability to get advice promptly from right person and work out accurately the amount the customer should pay. Knowledge of relevant rights, duties and responsibilities relating to the goods sold. Technical knowledge of common methods of working out payments including point-of-sale technology, electronics calculators and Electronics Data capture (EDC) Machines etc. Knowledge of company guidelines for setting customer credit limits. Ability to periodically check customer accounts accurately to ensure that payments are up to date. Knowledge to investigate reasons for</p>

		and accurately record findings. Ability to identify customers who go over their credit limits and act promptly within company guidelines to deal with such customers and report to the right person the results of the actions to be taken to deal with such customers. Ability to check that payments from customers are valid and accurate and record payments promptly and accurately. Ability to record to reasons why payments are overdue and identify problems accurately and sort them out promptly. Knowledge to check that charges and credits made to the customer account are correct and identify and sort out problems with customer accounts. Knowledge of legal rights and obligations of customers and retailers in relations to credits. Writing skills, reading skills, oral communication skills and professional skills relevant to the job.
CFC 6	Process Returned Goods	Ability to check clearly and politely with the customers what goods they want to return and their reasons. Knowledge of legal and company requirements for offering replacements and refund and to explain clearly and politely these to the customer including the proposed actions and any charges applicable. Knowledge of company procedures for the replacements goods to be sent out to explain to the customer the arrangements for returning the unwanted goods. Knowledge to check accurately the type, quantity and conditions of returned goods and give complete information the persons who can raise a credit note or refund the payment. Knowledge of stock control system Writing skills, reading skills, oral communication skills and professional skills relevant to the job.
CFC 7	Maintain Health and Safety	Ability to notice and correctly identify accidents and emergencies. Knowledge of company policy and procedures for.
CFC 8	Creating Positive Image of Self and Organization in the Customer Mind	Ability to meet organization's stands of appearance and behavior. Ability to great your customer respectfully and communicate in a way that makes them feel valued and respected. Ability to identify and confirm your customer's expectations and treat them courteously and helpfully at all times. Ability to keep your customer informed and reassured. Knowledge to respond promptly to a customer seeking assistance and select the most appropriate way of communication with them. Ability to give your customer the information they need about the services or products offered by the organization. Writing skills, reading skills, oral communication skills and professional skills relevant to the job.

CFC 9	Work Effectively in Retail Team and Organization	Ability to display courteous and helpful behavior at all times. Ability to complete allocated tasks as required and seek assistance when difficulties arise. Ability to use questioning techniques to clarify instructions or responsibilities. Knowledge of appropriate dress code and presentation as well as personal hygiene procedures. Ability to interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying. Knowledge of employee rights and obligations. Ability to share work fairly with colleagues and make realistic commitments to colleagues. Ability to encourage and support colleagues. Knowledge of company's health and safety procedures, Knowledge and skills to achieve goals and regularly checking the progress and obtaining feedback on progress. Ability to give clear, accurate and relevant information and explain and demonstrate procedures clearly, accurately and in a logical sequence. Knowledge of team's purpose, aims, targets and responsibilities. Writing's skills, reading skills, oral communications skills and professional skills relevant to the job.
CFC 10	One the Job Training	On the job skill by working with a retail's organization. Acquire basic experience and knowledge for various activities in retail operations.

Note: For a PASS-A Student would require to secure 50% for both Theory and Practical/
Training.

Books Recommended: -

- 1) Life of a Cashier-L. Benoil
- 2) Balance of Payments adjustment-Sidney Dell, Roger Lawrance
- 3) Health & Safety at work-Jeremy Stranks.