



OCCUPATIONAL CERTIFICATE: CHECKOUT OPERATOR

(SAQA ID: 99707)



Qualification Title:
Occupational
Certificate
Checkout Operator



SAQA Qualification ID
99707



NQF Level
Level 2



Total Credits
35



Duration
4 Weeks



Training Days
2 Days spread over 4
Weeks



Blended
Online with Face to
face/remote contact
sessions



**Assessment Quality
Partner**
Wholesale and Retail
SETA (W&RSETA)

Purpose of the qualification

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

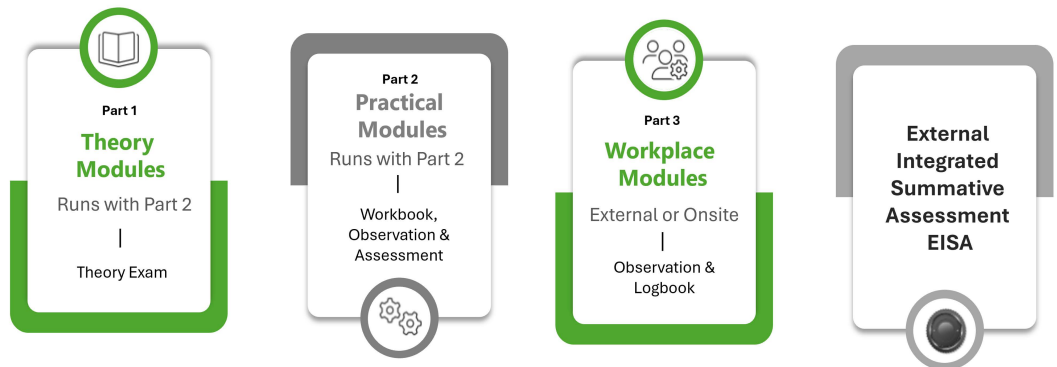
Target Audience

This qualification targets learners who come into contact with customers on a daily basis in a wholesale and retail environment.

Entry Requirements

NQF Level 2 with Mathematical Literacy and Communication.

Course Structure



1. Knowledge Modules(8 Credits).

MODULE ID	Title	NQF Level	Credits
KM-01	Principles of customer service.	2	3
KM-02	Principles of recording transactions and processing of payments.	2	3
KM-03	Concepts and generally accepted methods for cashing up.	2	2



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2. Practical Skill Modules(7 Credits).

MODULE ID	Title	NQF Level	Credits
PM-01	Communicate with customers.	2	2
PM-02	Operate Point of Sale.	2	3
PM-03	Cash up Point of Sale and control change.	2	2

3. Work Experience Modules(20 Credits).

MODULE ID	Title	NQF Level	Credits
WM-01	Processes and procedures of interacting with customers.	2	6
WM-02	Processes and procedures of recording transactions and processing payment.	2	8
WM-03	Processes and procedures of balancing takings and controlling change.	2	6



Course Outcome

- Communicate effectively with customers to execute checkout operator duties and responsibilities.
- Record transactions and process payment accurately in order to minimize losses.
- Cash up and balance till takings accurately so that losses and time wasting are minimized.

Assessment Methods

- **Internal Assessments:** Learners will be assessed through practical demonstrations, role-playing scenarios, and written tests covering all knowledge and practical skill modules.





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- **Workplace Evidence:** Learners must provide documentary evidence of their practical work, signed off by supervisors, to demonstrate competence in real-world settings.
- **Final Integrated Summative Assessment:** A final assessment to evaluate the learner's comprehensive understanding and application of the course material.

Certification

- **Occupational Certificate: Checkout Operator** certificate awarded by the QCTO upon successful completion of the EISA.

Articulation Options

Horizontal Articulation

- **Occupational Certificate:** Store Person, Level 2 (ID 99703).

Vertical Articulation

- **Occupational Certificate:** Dispatching and Receiving Clerk, Level 3 (ID 99446).





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