
Overview

This standard is about taking payment from retail customers at the payment point. This standard does not include customer self-service checkouts. It covers all payment types and also identifying suspected fraudulent or counterfeit payments.

This standard is for staff who process payments at point of sale.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Provide a payment service at point of sale in a retail organisation

Performance criteria

You must be able to:

1. greet customers at the point of sale according to your workplace procedures
2. check the items requiring payment and inform customers of the correct amount to pay
3. follow your workplace procedures to check accurately the amount and means of payment offered by customers including the following (where it is acceptable):
4. process the payment in line with your workplace procedures
5. follow your workplace procedures to inform customers tactfully when payment cannot be approved
6. offer additional payment methods to customers where these are available within your workplace
7. treat customers politely throughout the payment service process following your workplace procedures
8. follow your workplace procedures to balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help

Knowledge and understanding

You need to know and understand:

1. how to keep cash and other payments secure
2. the types of payment that your workplace is authorised to receive
3. your workplace procedures for authorising non-cash transactions
4. your workplace procedures on how to check for and identify suspect payments
5. how to check for stolen cash equivalents, such as:
6. your workplace procedures for dealing with suspected fraudulent payments and the customers offering them
7. relevant legislation that affects your customers' and your workplace's rights, duties and responsibilities
8. your workplace's procedures for taking payments
9. why it is important to balance the needs of customers when providing a payment service

PPL.C214

Provide a payment service at point of sale in a retail organisation



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Status	Original
Originating Organisation	Skillsmart Retail
Original URN	SSR.C214
Relevant Occupations	Manager, Owner/Manager, Retail and Commercial Enterprise, Retailing and Wholesaling, Sales and Customer Services Occupations, Sales Assistants and Retail Cashiers, Team Leader
Suite	Retail
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