

**Specification of Competency Standards for the Retail Industry**  
**Units of Competency for ‘Store Operations’**

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| 1. Title               | Perform retail sales system clearing   |
| 2. Code                | 111345L2   |
| 3. Range               | This unit of competency (UoC) is applicable to staff responsible for cash settlement in the retail industry. Practitioners have the ability to complete related work within specified time according to established codes and procedures for retail sales system clearing of the organisation.   |
| 4. Level               | 2  |
| 5. Credit              | 3 (for reference only)   |
| 6. Competency          | <p>Performance Requirements</p> <p>6.1 Understand the knowledge of retail sales system clearing</p> <ul style="list-style-type: none"> <li>◆ Understand the code of practice and operating procedures of retail sales system clearing, including: <ul style="list-style-type: none"> <li>● Handling deposits, withdrawals and balance</li> <li>● Handling cash and non-cash items</li> <li>● Security for the property being kept</li> <li>● Handling disposable cash</li> <li>● Operating the retail sales system and its ancillary devices</li> </ul> </li> <li>◆ Understand the ways to handle cash and non-cash items, including: <ul style="list-style-type: none"> <li>● How to turn on and off the retail sales system</li> <li>● Retail sales system clearing, e.g. clearance and transfer</li> <li>● Maintaining cash flow</li> <li>● Counting cash and non-cash items</li> <li>● Auditing non-cash papers</li> <li>● Recording withdrawn and deposited amount and balance</li> <li>● Handling credit cards and cheques</li> </ul> </li> <li>◆ Master the legislations and regulatory codes on business transactions imposed by the Government and regulators</li> <li>◆ Master the clearing methods of the retail sales system, e.g.: <ul style="list-style-type: none"> <li>● Manual method</li> <li>● Electronic method</li> <li>● Clearing done by dedicated operator / expert</li> <li>● Clearing done at specified time / closing time on a daily basis</li> </ul> </li> </ul> <p>6.2 Perform retail sales system clearing</p> <ul style="list-style-type: none"> <li>◆ Operate the retail sales system according to the code of practice and operating procedures</li> <li>◆ Handle cash, withdrawals and cash flow according to established procedures</li> <li>◆ Record the data and information of the retail sales system accurately</li> <li>◆ Verify the records and clearing information of the retail sales system, including: <ul style="list-style-type: none"> <li>● Checking related documents, e.g. the memorandum, invoice and receipt of financial transactions</li> <li>● Checking signed credit card slips</li> <li>● Checking the automatic printout with all the items listed by the retail sales system</li> </ul> </li> <li>◆ Stop the system if there is any problem, and report to the high level and ask the maintenance company for repair</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>◆ Prevent any form of cheating or malpractice when performing retail sales system clearing</li> </ul> |
| 7. Assessment Criteria | <p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>◆ Perform retail sales system clearing within the specified time according to relevant codes and procedures established by the organisation; and</li> <li>◆ Verify the records and clearing information of the retail sales system and if in doubt, report to the high level immediately.</li> </ul>   |
| 8. Remark              | This UoC is adopted from 105119L2.   |