



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Cashiering Administration Skills Certificate

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 246763 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the essential skills to perform cashiering administration efficiently and accurately in a retail or service environment. It covers cash handling, point-of-sale procedures, reconciliation, and customer service, ensuring compliance with organisational policies and South African financial regulations.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	246763
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply cash management procedures to handle cash, cheques, and electronic payments securely.
- Operate point-of-sale (POS) systems to process transactions accurately and efficiently.
- Reconcile cash floats and transaction records at the end of each shift.
- Demonstrate customer service skills when handling payments, refunds, and exchanges.
- Implement fraud prevention measures and identify counterfeit currency.
- Comply with organisational policies and relevant South African financial regulations.

WHO SHOULD ATTEND

- This course is designed for new or existing cashiers, retail assistants, and administrative staff who handle cash transactions and require formal training in cashiering administration.

COURSE OUTLINE

Day 1: Introduction to Cashiering and Customer Service

- Overview of cashiering administration and unit standard outcomes
- Cashier role, duties, and code of conduct
- Customer service fundamentals: greeting, active listening, and problem-solving
- Payment methods: cash, card, vouchers, and mobile payments
- Basic cash handling: receiving, counting, and storing cash
- Ethics and confidentiality in cashiering
- Health and safety considerations at the till point

Day 2: Cash Management and Point-of-Sale Operations

- POS system components and navigation
- Scanning items and processing sales
- Cash-up procedures: counting cash, reconciling floats
- Handling discrepancies: short/over procedures
- Fraud prevention: counterfeit notes, fake cards
- Processing refunds, exchanges, and voids
- Till security and end-of-day procedures

Day 3: Financial Record Keeping and Documentation

- Daily sales reports and reconciliation
- Cashier shift reports and drop-off logs
- Basic accounting: debits, credits, and balancing
- Float management and petty cash procedures
- Documentation for refunds, exchanges, and voids
- Record keeping for audit purposes
- Using spreadsheets for basic cash tracking

Day 4: Advanced Cashiering and Problem Solving

- Handling irate customers and complaints
- Complex transactions: split payments, lay-bys, deposits
- Loyalty programme processing
- Loss prevention: bag checks, security protocols
- Problem-solving scenarios: system errors, price disputes
- Team communication and handover procedures
- Stress management and maintaining accuracy under pressure

Day 5: Integration, Assessment, and Practical Application

- Simulated till operations and customer interactions
- Full cash-up and reconciliation exercise
- Assessment: practical and theoretical components
- Feedback and improvement planning
- Career pathways and further training
- Summary of key takeaways and best practices
- Q&A; and course evaluation

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 246763) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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