



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

Chip, Cash, and Coin Float Operation

Services / Hospitality, Tourism, Travel, Gaming and Leisure

Unit Standard 258035 · NQF Level 3 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to manage chip, cash, and coin floats accurately and securely in a gaming or retail environment. Participants will understand float reconciliation, security protocols, and operational procedures to ensure financial integrity and efficient cash handling.

Category	Services
Subfield	Hospitality, Tourism, Travel, Gaming and Leisure
Unit Standard	258035
Accreditation	SAQA Accredited · NQF Level 3 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply float management procedures to receive, issue, and account for chips, cash, and coins.
- Demonstrate accurate float reconciliation techniques to identify discrepancies and balance floats.
- Implement security protocols to safeguard chip, cash, and coin floats during handling and storage.
- Evaluate operational risks associated with float management and apply corrective actions.
- Analyze float transaction records to ensure compliance with organisational policies and regulatory requirements.

WHO SHOULD ATTEND

- This course is designed for casino cashiers, retail float operators, and finance personnel responsible for managing chip, cash, and coin floats in high-volume transactional settings.

COURSE OUTLINE

Day 1: Introduction to Float Operations and Cash Handling Principles

- Overview of float operations in retail and hospitality.
- Definitions: float, till, cash-up, reconciliation.
- South African Reserve Bank regulations and cash handling policies.
- Security principles: segregation of duties, dual control.
- Types of floats: opening float, change float, cash float.
- Cash handling equipment: safes, drop boxes, counterfeit detection.
- Basic documentation: float register, cash count sheets.
- Ethics and integrity in cash handling.

Day 2: Float Preparation and Cash Management

- Float preparation: calculating denominations based on sales forecast.
- Issuing floats: documentation and sign-off procedures.
- Cash handling during shift: tips, voids, refunds.
- End-of-shift cash-up: counting, reconciling, reporting.
- Identifying and resolving discrepancies: overages and shortages.
- Safe drop procedures and cash-in-transit protocols.
- Handling large notes and coin shortages.
- Practical exercise: float preparation and cash-up simulation.

Day 3: Coin Float Operations and Cashless Payment Systems

- Coin float management: ordering, storage, and rotation.
- Using coin counters and sorters: calibration and maintenance.
- Chip card payment systems: POS terminals, contactless, PIN entry.
- Settlement reports: batch closure, transaction reconciliation.
- Reconciling chip and cash totals: balancing the day's takings.
- Dealing with chargebacks and disputed transactions.
- Practical exercise: operating POS terminal and reconciling chip payments.
- Security considerations for chip transactions.

Day 4: Advanced Reconciliation and Reporting

- Multi-till reconciliation: combining cash, coin, and chip totals.
- Float variance analysis: trends and root causes.
- Reporting: daily float summary, discrepancy report, cash flow report.
- Audit trails: maintaining records for internal and external audits.
- Corrective actions: retraining, process changes, equipment upgrades.
- Practical exercise: reconciling a complex float scenario with errors.
- Using spreadsheet software for reconciliation.
- Case studies: common float errors and solutions.

Day 5: Best Practices, Compliance, and Final Assessment

- Best practices: minimising cash handling, regular training.
- Legislative compliance: FICA, cash threshold reporting.
- Conducting a float audit: checklist and procedures.
- Emergency procedures: robbery, fraud, system failure.
- Final practical assessment: float preparation, cash-up, reconciliation.

- Review of key concepts and Q&A.;
- Course evaluation and certification.
- Developing an action plan for workplace implementation.

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 3**.

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 258035) 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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