



Accredited Africa Training Institute for Capacity Development

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

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aatikd.co.za · Website: www.aatikd.co.za

COURSE BROCHURE

Wholesale and Retail Transaction Processing Explained

Services / Wholesale and Retail

Unit Standard 258157 · NQF Level 2 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to process transactions accurately and efficiently in wholesale and retail environments. It covers the entire transaction cycle, from point-of-sale operations to handling payments, refunds, and exchanges, ensuring compliance with organisational policies and legal requirements.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	258157
Accreditation	SAQA Accredited · NQF Level 2 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate the ability to operate point-of-sale systems and process various transaction types.
- Apply correct procedures for handling cash, credit/debit cards, vouchers, and other payment methods.
- Analyze transaction records to identify discrepancies and resolve errors.
- Implement refund and exchange policies in accordance with organisational guidelines.
- Evaluate the impact of transaction processing on customer satisfaction and operational efficiency.
- Apply relevant legislation, such as the Consumer Protection Act, to transaction processing.

WHO SHOULD ATTEND

- This course is ideal for retail and wholesale staff, including cashiers, sales assistants, and supervisors, who are responsible for processing transactions and handling customer payments.

COURSE OUTLINE

Day 1: Foundations of Wholesale and Retail Transaction Processing

- Overview of the wholesale and retail industry in South Africa
- Types of transactions: cash, credit, lay-by, EFT, and card payments
- Key legislation: Consumer Protection Act, VAT Act, and National Credit Act
- Transaction documentation: invoices, receipts, credit notes, and delivery notes
- Basic principles of cash handling and point-of-sale (POS) systems
- Roles and responsibilities of transaction processing staff

Day 2: Processing and Recording Wholesale and Retail Transactions

- Step-by-step transaction processing on a POS system
- Handling cash floats, cash payments, and change calculation
- Processing credit and debit card transactions, including refunds
- Managing lay-by accounts and credit sales
- Daily reconciliation: counting cash, balancing POS reports, and resolving discrepancies
- Customer service skills: communication, complaint handling, and upselling
- Security measures: counterfeit detection, fraud prevention, and PIN protection

Day 3: Advanced Transaction Processing and Practical Integration

- Handling returns, exchanges, and price adjustments
- Applying discounts, promotions, and loyalty programmes
- Generating transaction reports: sales summaries, tax reports, and stock movement
- End-of-day procedures: balancing, banking, and securing takings
- Troubleshooting common POS issues
- Practical integration: role-play scenarios covering the full transaction cycle

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 **6 NQF credits** at **NQF Level 2**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,900.00	R 17,900.00
1	In-House	R 23,300.00	R 23,300.00
1	On-Campus (Pretoria)	R 26,800.00	R 26,800.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Mauritius
12 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	19 Aug 2026	On-Campus	Shenzhen, China
17 Aug 2026	19 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 258157) 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.

Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza, 1122 Burnett St, Hatfield 0028, Pretoria, Gauteng, South Africa
Tel: +27 12 004 8389 · WhatsApp: +27 65 077 6310 · apply@aaticd.co.za · www.aaticd.co.za