



PASSPORT TO RETAIL

UNIT 3: RETAIL PAYMENTS

ELEMENT 1: RETAIL PAYMENTS



RETAIL PAYMENTS

ELEMENT 1: RETAIL PAYMENTS

DURATION: 5/6 SESSIONS

YEAR GROUP: KS3/4 OR 5

STUDENTS WILL:

- > Understand the workings of payment within retail
- > Be able to identify the different payment methods
- > Practice and develop skills linked to payments
- > Develop life skills
- > Develop employability skills for future employment
- > Hold employee encounters virtual and face 2 face
- > Acquire and develop an appropriate vocabulary in written and spoken language
- > Listen to and understand spoken language and use spoken Standard English whenever and wherever appropriate.

ADDITIONAL NEEDS:

- > Class teachers to differentiate according to need

NOCN QUALIFICATION

NOCN links:

- > Handling Customer Payments in Retailing K/650/1900
 - Learning Outcome 1
 - Learning Outcome 2
 - Learning Outcome 3

You can gather evidence through using the Assessment Booklet and Role-Play Activities.

NOCN Assessment Booklets available

SKILLS USED FROM SKILLS BUILDER:

- > Listening
- > Speaking
- > Problem solving
- > Staying positive
- > Teamwork
- > Creativity

KEY WORDS:

- | | |
|----------------|-------------------|
| > Retail | > Instore/ Online |
| > Payments | > Processing |
| > Card machine | > Sell |
| > Cash | > Redeem |
| > EPOS | |

RESOURCES FOR ALL LESSONS:

- > **UN3E101** - Payment methods instore and online
- > **UN3E102** - Card Payments flashcard
- > **UN3E103** - Payment activity
- > **UN3E104** - Cash Payments Flashcard
- > **UN3E105** - Cash and card payment activities
- > **UN3E106** - Cashier job description



SESSION 1: PAYMENT METHODS



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>All products come with a price and in these modern times there are many ways to pay for your item.</p> <p>We are going to have a look at the different payment types, how they work and a basic view on how to make a transaction of payment.</p> <p>Let start with the payment types.</p> <ol style="list-style-type: none"> 1. See if the students can name ways in which you can pay for something in a shop? 2. Use the flashcard to see if anyone got all of the answers, expand on the methods for those that may not know them all. 3. Briefly talk through the online payment methods that can be slightly different, use the flashcard if that helps. <p>Processing payment methods:</p> <p>As not all of you will have access to a till or similar equipment you may have to think outside the box a little on how to get the practical side across.</p> <p>It is worth speaking with reception to show the students a card machine if they have one for in school payments etc. You can also use good old monopoly money or similar pretend money to make a till.</p> <ol style="list-style-type: none"> 1. Let's start with the simple giving change to a paying customer, this is easier with money so dig it out if you have it. watch this video first if it helps (sorry it is in dollars). 	<ul style="list-style-type: none"> ➤ To understand the types of payment methods ➤ To learn the meaning of words related to payment methods ➤ To understand the difference between payment methods ➤ To learn and practice handling cash ➤ To learn what an EPOS is and what its function is ➤ Maths ➤ Speaking ➤ Listening ➤ Working as a group <p>NOCN links:</p> <ul style="list-style-type: none"> ➤ Handling Customer Payments in Retailing K/650/1900 <ul style="list-style-type: none"> - Learning Outcome 1 - Learning Outcome 2 - Learning Outcome 3 	<ul style="list-style-type: none"> ➤ UN3E101 - Payment methods instore and online ➤ Computer ➤ Pretend money ➤ Pretend till set up ➤ Items to sell ➤ Sticky labels



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>Price up a few items in the classroom with some sticky labels. Taking it in turns allow the students to be the retail assistant working on the till and the customer. Play out the scenario of buying and paying for something.</p> <p>2. Introduction to an EPOS- Electronic point of sale.</p> <p>The majority of shops now have an EPOS, unfortunately we can't teach you exactly how these work as they will differ from shop to shop, but we need to know what they do and have a good idea how the computer system may work. What is an EPOS Video. Example transaction on an EPOS (after 1 min in) or here.</p> <p>Look at the links below for further training videos.</p> <p>TASK VARIATION: Recognising and counting UK coins video tutorial</p> <p>PMLD TASK VARIATION: Listen to the different sounds of a cash till Link</p>	<p>NOCN links:</p> <ul style="list-style-type: none"> ➤ Handling Customer Payments in Retailing K/650/1900 <ul style="list-style-type: none"> - Learning Outcome 1 - Learning Outcome 2 - Learning Outcome 3 	



SESSION 2: PAYMENT METHODS CONTINUED



ACTIVITIES TO SUPPORT LEARNING

Now we have looked at paying with cash and the possible ways of processing this we will look at further payment method.

1. Processing a cash and card payment

Watch [this video](#) to see how a card payment is made.

Use the top tips to processing a cash and card payment flashcards to talk through the steps and pointers.

2. Gift cards

This is something to be aware of. Like all elements of this passport, you should have proper instore training if you start a retail job.

With this in mind watch the [gift card sell and redeem video](#) for a quick insight.

TASK VARIATION: Use a calculator to practice typing in numbers as if you are typing in numbers on a till or card machine, you can progress to add numbers if possible. You could give a list of products with prices and ask the students to add up two items from the list.

PMLD TASK VARIATION: [Listen to the short sound clip of a card transaction](#)

LEARNING OUTCOMES

- To understand the use of a card machine
- To learn about different payment methods with a card machine
- To understand the use of a gift card
- Speaking
- Listening
- Maths

NOCN links:

- Handling Customer Payments in Retailing K/650/1900
 - Learning Outcome 1
 - Learning Outcome 3

DIFFERENTIATION & RESOURCES

- **UN3E102** - Card Payments flashcard
- **UN3E104** - Cash payments flashcard
- Calculator
- Computer
- Example gift card if you have one
- A card reader if you have one



SESSION 3: PAYMENT ACTIVITY

ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>Let's put into practice the things we have learnt so far around taking a payment.</p> <ol style="list-style-type: none"> 1. Complete the payment activity with the students, you can utilise the flashcards if needed to support their learning outcomes. <p>TASK VARIATION: Amend the activity to the students need and support the completion along with the student.</p>	<ul style="list-style-type: none"> ➤ To condense learning ➤ To test their learning ➤ To highlight what subject areas still need developing ➤ Reading ➤ Writing ➤ Maths ➤ Speaking ➤ Listening <p>NOCN links:</p> <ul style="list-style-type: none"> ➤ Handling Customer Payments in Retailing K/650/1900 <ul style="list-style-type: none"> - Learning Outcome 2 - Learning Outcome 3 	<ul style="list-style-type: none"> ➤ UN3E103 - Payment activity ➤ UN3E105 - Cash and card payment activity ➤ Computer ➤ Paper ➤ Pens ➤ Pretend Money



SESSION 4: JOB DESCRIPTION EXPLORATION



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>Allow the students to look over the job description, See if they have met any of the skills through the sessions? Did they find any of the skills easy? Did they find anything difficult? Had they completed some of the tasks before? See if this would be something they would like to do as a job? For those that wish to, you could hold a mock interview asking questions around the skills they have learnt in retail.</p>	<ul style="list-style-type: none"> ➤ Skill identification ➤ Linking activity to careers and subject learning ➤ Speaking ➤ Listening ➤ Reading 	<p>➤ UN3E106 - Cashier job description</p>

HELPFUL WEBSITES

[Digital online payments information](#)

[Cashier training video](#)

[Cash security video](#)

[Cashier training top tips video](#)

[Full EPOS Retail training video](#)

[How to train your staff using a card machine](#)