



Teach by Tech

Cashier Training Course

This training aims to improve the economic opportunities for adult refugees and immigrants while promoting English language acquisition (ELA) and digital literacy proficiency. This course is delivered using a remote or a hybrid (blended) learning model. Our curriculum includes paper manuals mailed to each student, texting platforms, tutorial videos with embedded assessments, synchronous video class meetings.

Our primary concepts include oral and written communication for cashiers, reading for cashiers, math skills and money handling for a cashier, understanding the Point of Service system, managing time and creating a safer work environment. The course consists of 20 hours of live training, including an orientation for each participant. In addition, students receive custom created videos texted to their mobile phone that present concepts from class. This allows students to practice English language terminology specific to the job market and review material at their convenience. All videos are created to provide culturally sensitive and inclusive characters. Each video includes embedded assessments to promote understanding and interaction with the videos and provide facilitators with a tool to determine comprehension.



Our primary goal is to equip refugees and immigrants with a transferable skill set needed to succeed in the Colorado job market.

For the cashier training our expected outcomes are:

Operate a register. Students can: Balance Till in and out; Can operate Computer; Run Register Reports; Deliver reports to Supervisor.

Customer Service. Students can: Communicate well with customers; Improve English language proficiency; Relate inventory information and knowledge about inventory; Interact with customers well; Understand customer needs; Relate well to the supervisor.

Cash, Credit and Debit Transaction. Students can: Receive cash and make change; Receive Credit card transactions (POS); Register Reports and balance in and out of till; Run Register reports to supervisor.

Register/ Till Balance. Students can: Cash in and out till balances; Run register transaction reports; Improve digital literacy understanding.

Register/Paperwork. Students can: Process returns and exchanges; complete invoices and inventory lists.

Time Management. Students can: Read Schedules; Manage task lists; Prioritize demands of the job.

Safety at Work. Students can: Recognize signs of a shoplifter; Identify robber prevention protocols; Understand basic procedures if injured on the job.



Course Capacity:

In remote classes, the maximum number of participants is 12, the minimum number is 7 participants.
In hybrid classes, the maximum number of participants is 20, the minimum number is 10 participants.

Paperwork needed for class:

Teach by Tech requires that students complete a basic demographic survey prior to class. Participants also complete a pre-assessment on the start date of the course and a post-assessment on the last day of class. All participants receive a course completion certificate inclusive of dates attended and topics learned on the last day of class.

Estimated cost of training:

Remote- option- \$3500

Hybrid option- \$3700 per course

Student needs for success in course:

Intermediate or Advanced English language skills (Level 4 and higher)

Access to a computer with a camera and/or a smartphone

Internet connectivity

Desire to be a cashier

Willingness to commit to 20 hours of training

Email account- TBT will assist students with setting up a Gmail account, if needed

Course length:

This is determined with partner organizations based on the needs of the participants. For example,
5 weeks- meeting 2x a week for 2 hrs each session or

10 weeks- meeting once a week for 2 hrs each session