



Australian Government

TLIP2030 Conduct courier/delivery cash transactions

Release: 1

TLIP2030 Conduct courier/delivery cash transactions

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to conduct courier/delivery cash transactions

It includes establishing a price with customers, conducting cash transactions safely and securely, and recording transaction details.

It involves the application of the basic cash transaction principles, routine procedures and regulatory requirements to conduct cash transactions as part of courier/delivery operations.

Work is performed under general supervision.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Establish price with customers

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Cost of delivery/operation is confirmed with customer
- 1.2 Customer queries are answered courteously and accurately

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| | 1.3 | Pricing structure is explained in accordance with workplace guidelines as required |
| | 1.4 | Bill/invoice is presented to customer |
| 2 Conduct cash transaction | 2.1 | Cash received from customer is checked and securely stored |
| | 2.2 | Hazards are identified, risks are assessed and control measures are implemented |
| | 2.3 | Change is given in appropriate denomination coins/notes |
| | 2.4 | Rounding of price is undertaken in accordance with workplace policy |
| | 2.5 | Appropriate security measures are taken when carrying out cash transaction in accordance with workplace procedures |
| 3 Record cash transaction details | 3.1 | Invoice/bill is receipted and/or receipt is provided to customer in accordance with workplace policy |
| | 3.2 | Record of transaction is made and kept |
| | 3.3 | Records at base are updated on return, to reflect transactions |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2030A Conduct courier/delivery cash transactions.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

