



Australian Government

Department of Education, Employment and Workplace Relations

TLIQ1207B Sell products and services

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to sell products and services in accordance with regulatory and workplace requirements, including preparing for financial transactions, promoting products and services, selling products and/or services, processing refunds, and reconciling financial transactions.

Application of the Unit

Work must be carried out in accordance with workplace requirements and relevant trade practices regulations.

Work is performed under some supervision, generally within a team environment. It involves the application of regulatory requirements and workplace procedures when selling products and services in the transport and allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for financial transactions	<p>1.1 Float, goods and services are prepared in accordance with workplace policies and procedures</p> <p>1.2 Point of sale is established to meet workplace requirements and standards</p>
2 Promote products and services	<p>2.1 Strategies to promote products and services are developed in accordance with workplace policies and procedures</p> <p>2.2 Strategies to promote products and services are implemented in accordance with workplace procedures</p>
3 Sell products or services	<p>3.1 Product knowledge is applied when answering customer inquiries</p> <p>3.2 Sales transactions are conducted in a courteous manner to the customer's satisfaction</p> <p>3.3 The price is correctly calculated and charged and the correct change and receipt is issued</p>
4 Process refunds	<p>4.1 Claim for refund is substantiated in accordance with company procedures</p> <p>4.2 Refund claim application processes are completed to ensure transaction details are recorded</p> <p>4.3 The customer refund is correctly calculated and issued in a courteous manner</p>
5 Reconcile financial transactions	<p>5.1 The value of money and vouchers issued and refunded are calculated to enable reconciliation against total sales to validate cash on hand</p> <p>5.2 Money, goods, service entitlements and reconciliation documents are secured in accordance with workplace requirements</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Regulations and codes of practice relevant when selling products and services

Relevant OH&S procedures and guidelines

Workplace procedures and policies for selling products and services

Overview of the tourism industry and franchising arrangements

Australian and international transport industry guidelines

Workplace products and services

Applicable insurance and public liability

Relevant consumer laws and trade practice requirements

Transport system fare structure and schedules

Advertising policies

Equipment and materials used when selling products and services, and procedures and precautions that should be followed in their use

Problems that may occur when selling products and services and appropriate action that can be taken to resolve the problems

Documentation and record requirements

Communication and negotiation requirements when selling products and services

Required skills:

Communicate and negotiate effectively with others when selling products and services

Network with others in travel agencies and sales outlets

Read and interpret instructions, procedures and product information relevant to the sale of products and services

Interpret and follow operational instructions and prioritise work

Complete documentation and entry of data related to the sale of products and services

Work collaboratively with others when selling products and services

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems or objections that may arise when selling products and services in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Carry out research activities required when selling products and services

Market and promote products and services

Create promotional layouts

Select and use relevant office and communications equipment and materials when selling products and services

Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments
Goods and services may include:	<ul style="list-style-type: none"> tickets vouchers items sold on an occasional basis such as surplus equipment or stock marketing or promotional items
Equipment may include:	<ul style="list-style-type: none"> point of sale equipment ticket machines pricing equipment electronic calculators
Customers may include:	employees or external customers
Service entitlements may include:	<ul style="list-style-type: none"> tickets for travel or admission vouchers to be exchanges for services
Consultative processes may involve:	<ul style="list-style-type: none"> customers and potential customers other workplace personnel supervisors and managers representatives of travel agencies and sales outlets official representatives
Communication in the work area may include:	<ul style="list-style-type: none"> phone fax email/internet electronic data interchange (EDI) face-to-face communication and memos signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> company procedures enterprise procedures

Information/documents may include:

organisational procedures

established procedures

workplace procedures and policies for selling products and services

work instructions, job description and induction materials

pricing information including catalogues and computerised information

published or computerised information on available products and services

manufacturers specifications for office and communications equipment and materials

relevant OH&S requirements and policies

relevant codes of practice and regulations, including trade practice and consumer protection regulations

award, enterprise bargaining agreement and other industrial arrangements

customer service and quality assurance procedures

Applicable regulations and legislation may include:

relevant codes and regulations pertaining to sales of products and services, including trade practice and consumer protection requirements

relevant state/territory OH&S legislation

workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

Q - Financial Management