



Australian Government

Department of Education, Employment and Workplace Relations

MTMR107C Process sales transactions

Release: 1

MTMR107C Process sales transactions

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to carry out the procedures for processing a sales transaction.
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Application of the Unit

Application of the unit	This unit is applicable to meat retailing operations.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	Nil	

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Process transaction	1.1. Transaction is accurately processed. 1.2. Transaction accurately put through point of sale equipment. 1.3. Correct and accurate receipts are provided to customer. 1.4. Customer is thanked according to workplace requirements . 1.5. Correct hygiene is observed while handling cash transactions.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Ability to:

- identify point of sale equipment
- process a range of sales transactions to meet customer requirements in accordance with workplace requirements
- calculate total cost of sale
- manually calculate change
- provide correct and accurate receipts to customers in line with workplace requirements
- demonstrate courteous and respectful customer relations
- refer enquiries to more senior staff if appropriate
- apply relevant **Occupational Health and Safety (OH&S) requirements**
- use **communication** skills appropriate to customer and enterprise requirements
- use **mathematical skills** relevant to the task

Required knowledge

Knowledge of:

- procedures for using point of sale equipment
- workplace requirements for dealing with customer enquiries
- **regulatory requirements** related to weights and measures

REQUIRED SKILLS AND KNOWLEDGE

- relevant OH&S requirements
- legal requirements and details necessary for acceptance of cheques

Evidence Guide

EVIDENCE GUIDE	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<p>Overview of assessment</p>	<p>The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time.</p> <p>These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence.</p> <p>Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence.</p> <p>All assessment must be conducted against Australian meat industry standards and regulations.</p>
<p>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p>	<p>Competency must be demonstrated over time and under typical operating conditions for the enterprise.</p>
<p>Context of, and specific resources for assessment</p>	<p>Assessment must occur in the workplace under normal operating conditions or in a simulated environment.</p>
<p>Method of assessment</p>	<p>Recommended methods of assessment include:</p> <ul style="list-style-type: none"> • workplace demonstration • simulation • quiz of underpinning knowledge • workplace referee or third-party report of performance over time. <p>Assessment practices should take into account any relevant language or cultural issues related to Aboriginality or Torres Strait Islander, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be</p>

EVIDENCE GUIDE	
	higher than those of the work role.
Guidance information for assessment	A current list of resources for this unit of competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<i>Transactions</i> may involve:	<ul style="list-style-type: none"> • application of sale to customer • cash • cash vouchers • cheques • credit or debit card • customer accounts • electronic funds transfer (EFTPOS, credit or debit card) • point of sale equipment • referral of enquiry to more senior staff • sale of product or service.
<i>Workplace requirements</i> may include:	<ul style="list-style-type: none"> • enterprise-specific procedures • OH&S requirements • Quality Assurance (QA) requirements • Standard Operating Procedures (SOPs) • the ability to perform the task to production requirements • work instructions.
<i>OH&S requirements</i> may include:	<ul style="list-style-type: none"> • enterprise OH&S policies, procedures and programs • OH&S legal requirements • Personal Protective Equipment (PPE) which may include:

RANGE STATEMENT	
	<ul style="list-style-type: none"> • coats and aprons • ear plugs or muffs • eye and facial protection • head-wear • lifting assistance • mesh aprons • protective boot covers • protective hand and arm covering • protective head and hair covering • uniforms • waterproof clothing • work, safety or waterproof footwear • requirements set out in standards and codes of practice.
Communication may:	<ul style="list-style-type: none"> • be with people from a range of cultural, social and ethnic backgrounds • include the use of communications technology • involve listening and understanding • require speaking clearly and directly.
Mathematical skills may include:	<ul style="list-style-type: none"> • following basic flow charts, mimic panels and numerically-sequenced tasks and procedures • reading and interpreting analogue and digital measures, including clocks, scales, pressure gauges, thermometers and cash registers • recognising out-of-specification, acceptable or unacceptable range on simple graphs and charts • recognition and accurate copying of numbers relating to temperature, time, volume, weight and quantity • routine simple calculations using specified fixed formulas and procedures • understanding and accurately using terms, such as hotter or cooler, heavier or lighter, slow or fast, increasing or decreasing, and lower or higher in own work • use of calculators.
Regulatory requirements may include:	<ul style="list-style-type: none"> • Export Control Act • Federal, state and territory regulations regarding meat processing and food handling • hygiene and sanitation requirements

RANGE STATEMENT

	<ul style="list-style-type: none">• relevant Australian Standards• relevant regulations.
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Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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