



Australian Government

SHBXCCS007 Conduct salon financial transactions

Release: 1

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Modification History

Supersedes and is not equivalent to SHBXCCS001 Conduct salon financial transactions.

Application

This unit describes the performance outcomes, skills and knowledge required to conduct financial transactions for the sale of products and services within a personal services environment.

It requires the ability to operate point-of-sale equipment, handle cash, complete sales and reconcile takings.

This unit applies to workers in personal service environments including beauty and hairdressing salons, nail salons and spas. In this environment they work within known routines and guidelines and use a limited range of equipment.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Client Services

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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

1. Operate point-of-sale equipment.
 - 1.1. Open and close point-of-sale terminal as required.
 - 1.2. Clear point-of-sale terminal and transfer tender.
 - 1.3. Conduct cash handling in accordance with organisational processes.
 - 1.4. Maintain change supplies and cash float in point-of-sale terminal.
 - 1.5. Attend to active point-of-sale terminals.
 - 1.6. Complete records of transaction errors in accordance with organisational transactional practices.
 - 1.7. Maintain adequate supplies of dockets, vouchers and point-of-sale documents.
2. Complete point-of-sale transactions.
 - 2.1. Enter sales information into point-of-sale equipment.
 - 2.2. Communicate payment required and identify method of payment.
 - 2.3. Process cash and non-cash transactions.
 - 2.4. Issue correct change, receipts and complete sale documentation as required.
3. Complete refund.
 - 3.1. Explain refund policy and procedure to client.
 - 3.2. Confirm refund requirements and options for exchange with client.
 - 3.3. Complete transaction to issue refund, receipts and sales documentation as required.
4. Remove takings from register or terminal.
 - 4.1. Balance register or terminal at designated times throughout business operation.
 - 4.2. Separate and secure cash float from takings prior to balancing.
 - 4.3. Supply change to register or terminal as required.
 - 4.4. Interpret register or terminal reading or print out.
 - 4.5. Remove and transport cash and non-cash documents according to organisational security policies and procedures.
5. Reconcile takings.
 - 5.1. Count cash and calculate non-cash documents.
 - 5.2. Determine balance between register or terminal reading and sum of cash and non-cash transactions, record takings and if discrepancies cannot be resolved, report them to supervisor.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Numeracy skills to:	<ul style="list-style-type: none">• estimate the total cost of transaction to determine accuracy of point-of-sale equipment• count change required during cash transactions.
Problem-solving skills to:	<ul style="list-style-type: none">• determine the cause of discrepancies in point-of-sale transactions.

Unit Mapping Information

Supersedes and is not equivalent to SHBXCCS001 Conduct salon financial transactions.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>