Australian Government

SIRXSLS002 Follow point-of-sale procedures

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to follow point-of-sale work systems, process transactions and complete sales.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Follow point of sale work systems.	1.1. Open and close point-of-sale terminal at designated times and according to organisational procedures.
	1.2. Clear point-of-sale terminal and transfer cash.
	1.3. Handle cash according to organisational policies and procedures.
	1.4. Maintain supplies of change at agreed levels in point-of-sale terminal to agreed levels.
	1.5. Maintain adequate supplies of consumables.
2. Process point-of-sale	2.1. Identify transaction type and required procedure to be

transactions.	followed.
	2.2. Correctly interpret sale price information.
	2.3. Make accurate calculations for pricing and collection of payment.
	2.4. Enter accurate sale information into point-of-sale equipment.
	2.5. Confirm price to customer and check customer payment against sale value.
	2.6. Provide correct change for cash payments.
	2.7. Identify transaction errors, follow procedures for resolution and complete accurate records.
3. Complete sales.	3.1. Generate and complete documentation associated with the sale.
	3.2. Confirm and process any purchase follow up activities.
	3.3. Acknowledge and thank customer in line with organisational policy.

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:	• interpret numerical information from various sources and calculate accurately with or without the use of a calculator. • measure or estimate quantities to calculate costs. • calculate percentage discounts.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d

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