



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRXCCS201 Apply point-of-sale handling procedures**

**Release: 1**

## SIRXCCS201 Apply point-of-sale handling procedures

### Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release Date	Comments
First Release:	This is a revised unit, based on and equivalent to SIRXCCS001A Apply point-of-sale handling procedures.

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to operate point-of-sale equipment, apply store policy and procedures to a range of transactions, interact with customers, and package or wrap an item for transportation.

It covers demonstration of the ability to operate a range of point-of-sale equipment in order to complete sales, returns and exchange transactions, and process a number of methods of payment, according to store policies.

### Application of the Unit

This unit applies to frontline service personnel.

### Licensing/Regulatory Information

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

### Pre-Requisites

Nil

### Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

#### Element

#### Performance Criteria

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.

- |  |   |
|--|---|
| 1. Operate point-of-sale equipment.    | <p>1.1. Open and close point-of-sale terminal according to <b><i>store policy and procedures</i></b>.</p> <p>1.2. Clear point-of-sale terminal and transfer tender according to store procedure.</p> <p>1.3. Handle cash according to store security procedures.</p> <p>1.4. Maintain supplies of change in point-of-sale terminal according to store policy.</p> <p>1.5. Attend active point-of-sale terminals according to store policy.</p> <p>1.6. Complete records for transaction errors according to store policy.</p> <p>1.7. Maintain adequate supplies of docketts, vouchers and <b><i>point-of-sale documents</i></b>.</p> <p>1.8. Inform <b><i>customers</i></b> of delays in the point-of-sale operation where required.</p> |
| 2. Ensure accuracy of transactions.    | <p>2.1. Identify and perform <b><i>numerical calculations</i></b> to ensure accurate pricing and collection of money.</p> <p>2.2. Collect numerical information from various sources and calculate accurately with or without the use of a calculator.</p>  |
| 3. Perform point-of-sale transactions. | <p>3.1. Complete <b><i>point-of-sale transactions</i></b> according to store policy.</p> <p>3.2. Identify and apply store procedures in respect of cash and non cash transactions.</p> <p>3.3. Identify and apply store procedures in regard to exchanges and returns.</p> <p>3.4. Move goods through point-of-sale area efficiently and with attention to fragility and packaging.</p> <p>3.5. Enter information into <b><i>point-of-sale equipment</i></b>.</p> <p>3.6. State price or total and amount of cash received verbally to customer.</p> <p>3.7. Tender correct change.</p>   |

4. Complete sales.
  - 4.1. Complete customer order forms, invoices and receipts and process any loyalty card transactions.
  - 4.2. Identify and process customer delivery requirements according to set timeframes.
  - 4.3. Process sales transactions or direct customers to point-of-sale terminals according to store policy without undue delay.
  - 4.4. Acknowledge and thank customer in line with store policy and procedures.
  
5. Wrap and pack goods.
  - 5.1. Maintain and request adequate supplies of ***wrapping and packaging materials***.
  - 5.2. Select appropriate wrapping or packaging material.
  - 5.3. Wrap merchandise neatly and effectively where required.
  - 5.4. Pack items safely to avoid damage in transit, and attach labels where required.
  - 5.5. Arrange transfer of merchandise for parcel pick up or other ***delivery methods*** if required.

## Required Skills and Knowledge

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

### Required skills

- communication and interpersonal skills to:
  - ask questions to identify and confirm requirements
  - inform customers of delays
  - listen actively
  - request adequate supplies of wrapping material or bags through clear and direct communication
  - share information
  - state price or total and amount of cash received
  - use and interpret non-verbal communication
  - use language and concepts appropriate to cultural differences
- self-management skills to:
  - deal with different types of transactions
  - follow set routines and procedures
- literacy and numeracy skills to:
  - document sales and delivery information
  - render change
  - undertake work functions, including addition, division, multiplication, percentages and subtraction

### Required knowledge

- cash and non-cash handling procedures, including:
  - balancing point-of-sale equipment
  - calculating non-cash documents
  - change required, denominations of change and tendering change
  - clearance of terminal and transference of tender
  - counting cash
  - maintenance of cash float
  - opening and closing point-of-sale terminal
  - recording takings
  - security of cash and non-cash transactions
- functions and procedures for operating point-of-sale equipment, including:
  - calculators
  - electronic scales
  - numerical display board
  - registers
- merchandise handling techniques, including wrapping and packaging techniques

- range of services provided by the store
- relevant legislation and statutory requirements, including:
  - industry codes of practice
  - work health and safety (WHS)
  - Australian consumer law
  - scanners
- store policy and procedures in relation to:
  - allocated duties and responsibilities
  - bag checking
  - customer service
  - exchanges and returns
  - handling, packing and wrapping goods or merchandise
  - point-of-sale transactions
- stock availability
- key features of a calculator

## Evidence Guide

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.

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

Evidence of the following is essential:

- operates point-of-sale equipment according to manufacturer instructions and store policy and procedures
- applies store policy and procedures in regard to cash handling and point-of-sale transactions
- interprets, calculates and records numerical information accurately
- processes sales transaction information responsibly and accurately according to store policy and procedures
- applies store policy and procedures in regard to the handling, packing, wrapping and delivery of goods or merchandise.

### **Context of and specific resources for assessment**

Assessment must ensure access to:

- a real or simulated retail work environment
- relevant documentation, such as:
  - stock, inventory and price lists
  - financial transaction dockets and slips
  - lay-by, credit and product return slips
  - store policy and procedures manuals
- a range of point-of-sale equipment.

### **Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the work
- role play
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

### **Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, work and job role is recommended, for example:

- SIRXCCS202 Interact with customers
- SIRXFIN201 Balance and secure point-of-sale terminal
- SIRXINV001A Perform stock control procedures
- SIRXRSK201 Minimise loss.

## 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. 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 individual, accessibility of the item, and local industry and regional contexts) may also be included.

### ***Store policy and***

***procedures*** in regard to:

- cash handling
- financial transactions
- handling techniques of stock
- operation of point-of-sale equipment
- sales transactions
- security.

### ***Point-of-sale documents***

may include:

- credit slips
- lay-by slips
- message pads
- order forms
- product return slips
- promotional materials.

***Customers*** may include:

- customers with routine or special requests
- internal and external contacts
- new or repeat contacts
- people from a range of social, cultural and ethnic backgrounds
- people with varying physical and mental abilities.

### ***Numerical calculations***

may include:

- addition and subtraction
- calculations of cash amounts and change
- calculations of discount amounts
- estimation of quantities
- measurement
- multiplication and division
- percentages.

### ***Point-of-sale***

***transactions*** may

include:

- cheques
- credit cards and store cards
- EFTPOS
- exchanges
- gift vouchers
- lay-by
- returns
- smart cards
- travellers cheques.

### ***Point-of-sale equipment***

- cash drawer
- cash register



may include:

- EFTPOS terminal
- electronic scales
- numerical display board
- scanner
- security tagging.

***Wrapping and packaging materials***

may include:

- adhesive tape
- bags
- boxes
- bubble wrap
- gift wrapping
- paper
- ribbon
- string.

***Delivery methods*** may include:

- courier
- domestic or international delivery
- freight
- parcel pick-up
- post or express post.

## **Unit Sector(s)**

Cross-Sector

## **Competency Field**

Client and Customer Service