



Australian Government

Assessment Requirements for TLIP0001

Sell products and services

Release: 1

Assessment Requirements for TLIP0001 Sell products and services

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- adapting to differences in equipment in accordance with standard operating procedures
- calculating and issuing refunds correctly and referring to appropriate personnel for authorisation
- calculating costs and change and providing customer with appropriate documentation
- communicating effectively with others when selling products and services
- completing relevant documentation and data entry transactions
- conducting a sale or refund using appropriate point-of-sale requirements
- conducting financial transactions in accordance with workplace procedures
- following opening and closing procedures
- following refund procedures and communicating outcomes with customers
- interpreting and following instructions, procedures and product information relevant to selling products and services
- modifying activities depending on operational contingencies and environments
- preparing for and transacting with customers in a professional manner
- promoting products and services
- reconciling financial transactions and reporting discrepancies to appropriate personnel
- selecting and using relevant office and communications equipment and materials when selling products and services
- working collaboratively with others when selling products and services.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- advertising policies
- communication requirements when selling products and services
- customer service techniques
- documentation and recording requirements
- equipment and materials used when selling products and services, and procedures and precautions that should be followed in their use
- point-of-sale requirements, procedures and applications
- potential problems and possible solutions relating to selling products and services
- product knowledge and specifications of goods and services
- refund procedures
- relevant consumer laws and trade practice requirements
- relevant legislation, regulations, codes of practice and industry guidelines relating to selling goods and services
- sales and promotion techniques
- workplace procedures and policies for selling products and services.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>