



Australian Government

TLIP0001 Sell products and services

Release: 1

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.

Application

This unit involves the skills and knowledge required to sell products and services.

It includes preparing for financial transactions, using point-of-sale equipment, promoting and selling products or services, processing refunds and reconciling financial transactions.

Work is performed under some supervision, generally within a team environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

P - Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare for financial transactions

2 Promote products and

PERFORMANCE CRITERIA

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

1.1 Goods and services are prepared in accordance with workplace policies and procedures

1.2 Point-of-sale is prepared to transact with customers

2.1 Strategies to promote products and services are developed in accordance with workplace policies and

services	procedures
	2.2 Strategies to promote products and services are implemented in accordance with workplace procedures
3 Sell products or services	3.1 Product knowledge is applied when answering customer inquiries
	3.2 Sales transactions are conducted in a professional manner so the customer's requirements are met
	3.3 Price is correctly calculated and charged, and correct change and receipt are issued
	3.4 Problems associated with selling products and services are reported to relevant personnel in accordance with workplace procedures
4 Process refunds	4.1 Claim for refund is substantiated in accordance with workplace procedures
	4.2 Refund claim application processes are completed to ensure transaction details are recorded
	4.3 Refunds are correctly calculated, authorised by relevant personnel and issued in a professional manner
5 Reconcile financial transactions	5.1 Value of money and vouchers issued and refunded are calculated to enable reconciliation against total sales to validate cash on hand
	5.2 Money, goods, service entitlements and reconciliation documents are secured in accordance with workplace requirements

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2033 Sell products and services.

Links

Companion Volume Implementation Guides are found in VETNet -

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