



**Australian Government**

# **Assessment Requirements for TLIP2024 Conduct financial transactions**

**Release: 2**

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## Modification History

**Release 2.** This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor update to unit Application
- Minor wording changes to Performance Criteria
- Minor update to Knowledge Evidence
- Update to Assessment Conditions.

**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 (SOPs)
- applying workplace procedures, relevant agreements, codes of practice or other legislative requirements
- communicating effectively with others when conducting financial transactions
- identifying and correctly using transaction equipment, processes and procedures
- interpreting and following operational instructions and prioritising work
- operating communication and financial equipment to required protocol
- reading and interpreting instructions, procedures and information relevant to conducting financial transactions
- transacting and completing documentation related to conducting financial transactions
- using correct manual handling techniques safely
- working collaboratively with others when conducting financial transactions
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

## 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:

- implications of credit and financial institution codes of practice
- operational procedures for conducting direct financial transactions with customers
- relevant state/territory regulations and requirements related to conducting financial transactions
- requirements of work systems, operations and relevant equipment
- risks and hazards when carrying out transactions and related precautions to control security threats
- typical problems that occur when conducting financial transactions and appropriate solutions.

## 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:

- a range of relevant exercises, case studies and/or simulations
- 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>