



Australian Government

Department of Education, Employment and Workplace Relations

TLIQ107D Conduct financial transactions

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to conduct direct financial transactions as part of courier operations, including operating point of sale equipment, transacting sales, clearing register, and maintaining sales documents.

Application of the Unit

Work must be carried out in compliance with relevant codes and regulations concerned with the conduct of direct financial transactions during the collection and delivery of valuables, secured products, documents and materials.

Work is performed under general supervision. It involves the application of the basic financial transaction principles, routine procedures and regulatory requirements to conduct direct financial transactions as part of courier operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Operate point of sale equipment	1.1 Point of sale equipment is operated and maintained in line with manufacturers specifications and workplace procedures 1.2 Procedure for opening the sales equipment or register is followed 1.3 Adequate change is maintained for use in transactions 1.4 Sales equipment/register is closed off in accordance with workplace cash security procedures
2 Transact sale	2.1 Amount owing is calculated and customer advised 2.2 In the case of cash transactions, amount tendered is checked and the correct change is calculated and given
3 Clear register	3.1 Sales equipment/register is cleared and cash is transferred at required times in accordance with workplace policy 3.2 Cheques, credit and other non-cash transactions are handled in accordance with workplace policy and procedures 3.3 Due security is maintained when handling cash in accordance with workplace security procedures
4 Maintain sales documents	4.1 Records are completed for all transactions including 'refunds' and 'no sales' 4.2 Adequate supplies of dockets, vouchers and point of sale documents are maintained 4.3 Debtor transactions are processed in line with workplace procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant state and territory regulations and requirements related to the conduct of transactions within courier operations

Relevant OH&S procedures and guidelines

Risks and hazards when carrying out transactions and related precautions to control security threats

Operational procedures for the conduct of direct financial transactions with customers in the courier industry

Contingency planning relating to managing and controlling security threats

Implications of credit and financial institution codes of practice

Requirements of courier work systems, operations and relevant equipment

Typical problems that can occur when conducting financial transactions and appropriate action that can be taken to prevent or solve them

Required skills:

Communicate effectively with others when conducting financial transactions

Read and interpret instructions, procedures and information relevant to the conduct of financial transactions

Interpret and follow operational instructions and prioritise work

Complete documentation related to the conduct of financial transactions

Operate electronic communication equipment to required protocol

Work collaboratively with others when conducting financial transactions

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when conducting financial transactions in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of financial transactions

Plan own work including predicting consequences and identifying improvements

Apply relevant agreements, codes of practice or other legislative requirements

Monitor work activities in terms of planned schedule

Modify activities depending on differing workplace contexts, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Identify and correctly use transaction equipment, processes and procedures

Adapt to differences in equipment in accordance with standard operating procedures

Safely use correct manual handling techniques

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

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.

Operations may be conducted:	in a range of work environments and weather conditions by day or night
Customers may be:	internal or external
Hazards may include:	vehicular and pedestrian traffic uneven ground, steps, road surfaces dust and vapours hazardous or dangerous materials humidity, air temperature and radiant heat light including UV noise
Consultative processes may involve:	clients other employees and supervisors union representatives industrial relations and OH&S specialists management other professional or technical staff local government authorities
Finance processing equipment may include:	manual and electronic cash registers EFTPOS and credit card facilities smart card manual ticketing resources
Financial transactions are undertaken:	within workplace policy and procedures
Communication may include:	mobile and fixed phones radio oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used,	company procedures

workplace procedures may include:	enterprise procedures organisational procedures established procedures
Personal protective equipment may include:	gloves safety headwear and footwear firearms two-way radios
Information/documents may include:	workplace procedures and policies job specifications relevant manufacturers specifications and instructions for the use of transaction equipment operations manuals induction documentation competency standards and training materials supplier and/or client instructions material safety data sheets codes of practice including the National Standards for Manual Handling and the Industry Safety Code award, enterprise bargaining agreement, other industrial arrangements relevant standards and certification requirements quality assurance procedures emergency procedures
Applicable regulations and legislation may include:	regulatory requirements for conducting financial transactions relevant Australian Standards and certification requirements relevant state/territory privacy legislation relevant state/territory OH&S regulations and legislation licensing requirements for driving and carrying particular classes of goods relevant state/territory road rules and traffic

acts

Unit Sector(s)

Not applicable.

Competency Field

Q - Financial Management