



Australian Government

AURSCA104 Carry out cash and non-cash payment operations

Release: 1

AURSCA104 Carry out cash and non-cash payment operations

Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Application

This unit describes the skills and knowledge required to undertake cash and non-cash transactions and prepare and distribute invoices.

The unit applies to those working in administration and financial sales roles in the automotive sales and service industry.

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

Unit Sector

Sales and Parts, Administration and Management Sales and Marketing

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Handle cash and non-cash payment transactions	1.1 Determine transaction amount taking into account factors that impact on the balance 1.2 Receive and count cash, and give change 1.3 Process credit and debit card transactions using required equipment and according to financial provider and workplace procedures 1.4 Receive cheques and examine for correctness 1.5 Store cash, cheques and credit and debit card records according to workplace procedures 1.6 Note and refer irregularities to supervisor for resolution 1.7 Issue receipts and document transactions according to workplace procedures

ELEMENTS	PERFORMANCE CRITERIA
2. Carry out invoicing procedures	2.1 Determine invoicing requirements and perform calculations to produce customer invoices 2.2 Complete documentation and check content for accuracy 2.3 Distribute invoices to required persons or section for verification and approval prior to being dispatched 2.4 Dispatch approved invoices within designated timeframes 2.5 File invoice copies for auditing purposes according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	Locates required sources of information efficiently.
Numeracy	Performs mathematical operations, including, addition, subtraction, multiplication, division, percentages and fractions, to determine pricing and payment requirements.
Oral communication	Participates in verbal exchanges to convey and clarify information relating to irregularities in payment transactions.
Reading	Interprets information in a range of financial operation documentation and workplace procedures.
Writing	Prepares receipts and invoices relating to transactions legibly.
Technology	- Uses workplace office or sales equipment - Operates specialised point-of-sale equipment - Uses digital systems and tools.

Unit Mapping Information

Supersedes and is equivalent to AURSCA004 Carry out cash and non-cash payment operations.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

Assessment Requirements for AURSCA104 Carry out cash and non-cash payment operations

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- determine transaction amount and conduct one of each of the following different payment operations:
 - cash
 - credit or debit card
 - cheque
- prepare at least three invoices for different products or services and submit them for payment.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- methods to locate and interpret information required to carry out cash and non-cash payment operations, including:
 - information provided by customer and supervisors
 - manufacturer specifications and procedures or equivalent documentation
- workplace procedures required to carry out cash and non-cash payment operations, including:
 - documentation procedures
- key legal requirements relating to carrying out cash and non-cash payment operations, including obligations under the Australian Consumer Law (ACL)
- factors to be considered when calculating final price, including:
 - goods and services tax (GST)
 - sales, discounts and promotions
 - deposits and partial payments
- procedures for carrying out cash and non-cash operations, including:

- calculating sales balance
- receiving and counting money
- common sales security procedures for handling cash
- calculating and returning change, including using:
 - manual methods
 - point-of-sale (POS) equipment
- receiving and processing cheques
- using electronic funds transfer at point-of-sale (EFTPOS) equipment
- issuing receipts
- operation and maintenance of common sales equipment, including:
 - calculators
 - POS equipment, including procedures for changing receipt rolls
 - EFTPOS terminals
- procedures for preparing and distributing invoices, including:
 - types and applications of invoices
 - required contents of invoices
 - common types of software for producing invoices
 - common methods of distributing invoices to customers.

Assessment Conditions

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to having carried out cash and non-cash payment operations in an automotive sales and service workplace, e.g. sales receipts and invoices.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following should be made available:

- sales and service workplace or simulated workplace
- workplace procedures for carrying out cash and non-cash payment operations and distributing invoices
- commercially realistic situations involving cash and non-cash payment transactions
- point-of-sale software
- computer hardware, software and business equipment required for processing cash and non-cash transactions and preparing invoices.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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