



Australian Government

SHBXCCS007 Conduct salon financial transactions

Release: 1

SHBXCCS007 Conduct salon financial transactions

Modification History

Supersedes and is not equivalent to SHBXCCS001 Conduct salon financial transactions.

Application

This unit describes the performance outcomes, skills and knowledge required to conduct financial transactions for the sale of products and services within a personal services environment.

It requires the ability to operate point-of-sale equipment, handle cash, complete sales and reconcile takings.

This unit applies to workers in personal service environments including beauty and hairdressing salons, nail salons and spas. In this environment they work within known routines and guidelines and use a limited range of equipment.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Client Services

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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

1. Operate point-of-sale equipment.
 - 1.1. Open and close point-of-sale terminal as required.
 - 1.2. Clear point-of-sale terminal and transfer tender.
 - 1.3. Conduct cash handling in accordance with organisational processes.
 - 1.4. Maintain change supplies and cash float in point-of-sale terminal.
 - 1.5. Attend to active point-of-sale terminals.
 - 1.6. Complete records of transaction errors in accordance with organisational transactional practices.
 - 1.7. Maintain adequate supplies of dockets, vouchers and point-of-sale documents.
2. Complete point-of-sale transactions.
 - 2.1. Enter sales information into point-of-sale equipment.
 - 2.2. Communicate payment required and identify method of payment.
 - 2.3. Process cash and non-cash transactions.
 - 2.4. Issue correct change, receipts and complete sale documentation as required.
3. Complete refund.
 - 3.1. Explain refund policy and procedure to client.
 - 3.2. Confirm refund requirements and options for exchange with client.
 - 3.3. Complete transaction to issue refund, receipts and sales documentation as required.
4. Remove takings from register or terminal.
 - 4.1. Balance register or terminal at designated times throughout business operation.
 - 4.2. Separate and secure cash float from takings prior to balancing.
 - 4.3. Supply change to register or terminal as required.
 - 4.4. Interpret register or terminal reading or print out.
 - 4.5. Remove and transport cash and non-cash documents according to organisational security policies and procedures.
5. Reconcile takings.
 - 5.1. Count cash and calculate non-cash documents.
 - 5.2. Determine balance between register or terminal reading and sum of cash and non-cash transactions, record takings and if discrepancies cannot be resolved, report them to supervisor.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Numeracy skills to:	• estimate the total cost of transaction to determine accuracy of point-of-sale equipment • count change required during cash transactions.
Problem-solving skills to:	• determine the cause of discrepancies in point-of-sale transactions.

Unit Mapping Information

Supersedes and is not equivalent to SHBXCCS001 Conduct salon financial transactions.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

Assessment Requirements for SHBXCCS007 Conduct salon financial transactions

Modification History

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- operate electronic point-of-sale equipment to accurately perform each of the following transactions on at least two occasions:
 - cash sales
 - non-cash sales:
 - credit card
 - EFTPOS
 - refunds and exchanges
- demonstrate the following secure payment handling procedures on at least two occasions:
 - balancing point-of-sale terminal
 - calculating non-cash documents
 - clearing terminal and transferring tender
 - counting cash
 - determining change required and denominations of change
 - ensuring security of cash and non-cash transactions
 - maintaining cash float
 - opening and closing of point-of-sale terminal
 - recording takings
 - securing cash and non-cash transactions
 - tendering change.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- cash and non-cash handling procedures:
 - balancing point-of-sale equipment
 - change required, denominations of change and tendering change
 - clearance of terminal and transference of tender
 - counting cash
 - maintenance of cash float

- opening and closing point-of-sale terminal
- recording takings
- security of cash and non-cash transactions
- organisational policies and procedures relevant to financial transactions:
 - cash handling security
 - exchanges, returns and refunds
 - operation of point-of-sale equipment
 - point-of-sale transactions
 - work health and safety
- functions and procedures for operating point-of-sale equipment:
 - cash register
 - EFTPOS terminal
 - barcode scanner
- relevant national and state or territory legislation:
 - consumer protection
 - privacy
 - GST
 - work health and safety.

Assessment Conditions

Skills must be demonstrated in a personal services salon environment; this can be:

- an industry workplace or
- a simulated workplace set up for the purpose of skills assessment, that provides services to paying members of the public.

Assessment must ensure access to:

- paying clients with different transaction requirements, who have the expectation that the services provided reflect those of a commercial business
- relevant workplace documentation:
 - organisational policies and procedures relevant to financial transactions
 - manufacturer instructions.

Assessment must ensure use of:

- computer with salon software system
- point-of-sale equipment that can process credit cards and EFTPOS transactions
- relevant point-of-sale documents:
 - stock, inventory and price lists
 - financial transaction dockets and slips
 - credit and product return slips
 - sample debit and credit card vouchers.

Assessment activities that allow the individual to:

- complete financial transactions within commercially realistic speed, timing and productivity
- demonstrate competency in an environment reflective of real work situations
- manage tasks and contingencies in the context of the job role.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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