



Australian Government

Department of Education, Employment and Workplace Relations

SIBXCCS201A Conduct financial transactions

Revision Number: 2

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to communicate with clients and operate a range of point-of-sale equipment to perform sales transactions and reconcile takings. The unit describes the function of performing cash handling procedures and financial transactions relating to services or retail product sales in a personal services environment.

Application of the Unit

This unit applies to a personal services environment that may include beauty salons, hairdressing salons, nail salons and spas. It applies to both beauty operators performing treatments who may also undertake reception duties and also to discrete reception area staff.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Elements describe the essential outcomes of a unit of competency.

- 1 Operate point-of-sale equipment.
- 2 Perform point-of-sale transactions.
- 3 Complete sales.
- 4 Remove takings from register or terminal.

Performance Criteria

Performance criteria describe the achievement of the element. Where information is detailed in the range statement. Assessment of evidence guide.

- 1.1 Operate **point-of-sale equipment**.
- 1.2 Open and close point-of-sale **and procedures**.
- 1.3 Clear point-of-sale terminal policies and procedures.
- 1.4 Conduct **cash handling** according to workplace policies.
- 1.5 Maintain supplies of change according to workplace policies.
- 1.6 Attend to active point-of-sale and procedures.
- 1.7 Complete records of transactions and procedures.
- 1.8 Maintain adequate supplies of documents.
- 2.1 Complete **point-of-sale transactions** and procedures and **relevant**.
- 2.2 Identify and apply workplace transactions.
- 2.3 Identify and apply workplace exchanges and returns.
- 2.4 Enter information into point-of-sale.
- 2.5 Verbally state total price and tender correct change.
- 3.1 Complete relevant **client documents**.
- 3.2 Process sales transactions in point-of-sale terminals according to workplace policies.
- 4.1 Balance register or terminal policies and procedures.
- 4.2 Separate cash float from takings to workplace policies and procedures.
- 4.3 Supply change to register or terminal.
- 4.4 Determine register or terminal.
- 4.5 Remove and transport cash according to workplace security policies.

5 Reconcile takings.

- 5.1 Count cash and calculate no
- 5.2 Determine balance between
and non-cash transactions, a

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

The following skills must be assessed as part of this unit:

- technical skills to use point-of-sale equipment and apply procedures, including the following:
 - registers
 - calculators
 - EFTPOS
 - credit cards
 - electronic scanners
 - lay-by
 - credits and returns
 - customer refunds
- time-management skills to complete tasks in a set time frame
- verbal and non-verbal communication skills appropriate to a service environment
- numeracy skills to:
 - calculate a total price
 - count cash
 - balance point-of-sale terminal
 - tender correct change.

Required knowledge

The following knowledge must be assessed as part of this unit:

- cash handling procedures, including:
 - opening and closing point-of-sale terminal
 - clearing terminal and transferring tender
 - maintaining cash float
 - tendering change
 - counting cash
 - calculating non-cash documents
 - balancing point-of-sale terminal
 - recording takings
 - securing cash and non-cash transactions
 - determining change required and denominations of change
- relevant health and hygiene regulations and requirements
- relevant legislative requirements, including consumer law and occupational health and safety regulations
- workplace policies and procedures in regard to client service and point-of-sale techniques.

Evidence Guide

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

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

Evidence of the following is essential:

- applying relevant legislation, including consumer law
- operating point-of-sale equipment according to manufacturer instructions and workplace procedures
- applying workplace policies and procedures in regard to cash handling and point-of-sale transactions in a personal services environment
- using time effectively.

Context of and specific resources for assessment

Assessment must ensure:

- that competency is consistently demonstrated over a period of time and observed by the assessor or the technical expert working in partnership with the assessor as described in the Assessment Guidelines
- that competency is demonstrated in the workplace or a simulated workplace environment in a range of real work situations which may include client interruptions and involvement in other related activities normally expected in the workplace.

Assessment must ensure access to:

- an environment, which includes as a minimum:
 - a reception desk
 - telephone
 - a retail display area
 - a point-of-sale system, including credit card and EFTPOS
 - a computer with a salon software system
 - financial transactions dockets and slips
 - sample debit and credit card vouchers
 - recording and tally sheets
- relevant workplace documentation including:
 - manufacturer's equipment instructions
 - product instructions
 - workplace policy and procedure manuals in regard to conducting financial transactions
- a range of clients with different transaction requirements.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of learners performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate handling of a range of contingencies, including:
 - handling cash transactions with clients according to workplace security procedures
 - recording transaction errors according to policies and procedures
 - balancing register or terminal at designated times
 - counting cash
 - recording takings
- written and oral questioning appropriate to the language and literacy level of the learner, to assess knowledge and understanding of workplace financial procedures
- completion of workplace documentation relevant to conducting financial transactions
- third-party reports from technical experts.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIBXCCS202A Provide service to clients
- SIRXCOM001A Communicate in the workplace.

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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

- Point-of-sale equipment*** may include:
- manual:
 - cash register
 - credit card equipment
 - electronic:
 - terminal and screen
 - bar code scanner
 - EFTPOS equipment.
- Workplace policies and procedures*** may include:
- operation of point-of-sale equipment
 - cash handling security
 - sales transactions
 - staffing
 - health and hygiene requirements.
- Cash handling*** may include:
- opening and closing point-of-sale terminal
 - clearing terminal and transferring tender
 - maintaining cash float
 - tendering change
 - counting cash
 - calculating non-cash documents
 - balancing point-of-sale terminal
 - ensuring security of cash and non-cash transactions
 - recording takings.
- Point-of-sale transactions*** may include:
- EFTPOS
 - cheques
 - credit cards
 - smart cards
 - lay-by
 - credits and returns
 - customer refunds
 - gift vouchers.
- Relevant legislation*** may include:
- consumer legislation
 - privacy legislation
 - GST regulations
 - occupational health and safety legislation.

Clients may include:

- new or regular clients with routine or special needs
- male or female clients
- people from a range of social, cultural and ethnic backgrounds with varying physical and mental abilities.

Client documentation may include:

- order forms
- gift vouchers
- invoices
- receipts.

Unit Sector(s)

Cross-Sector

Competency Field

Client Services