



Australian Government

SIRXSL002 Follow point-of-sale procedures

Release: 1

SIRXSL002 Follow point-of-sale procedures

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to follow point-of-sale work systems, process transactions and complete sales.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Follow point of sale work systems.

2. Process point-of-sale

PERFORMANCE CRITERIA

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

1.1.Open and close point-of-sale terminal at designated times and according to organisational procedures.

1.2.Clear point-of-sale terminal and transfer cash.

1.3.Handle cash according to organisational policies and procedures.

1.4.Maintain supplies of change at agreed levels in point-of-sale terminal to agreed levels.

1.5.Maintain adequate supplies of consumables.

2.1.Identify transaction type and required procedure to be

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| transactions. | followed. |
| | 2.2. Correctly interpret sale price information. |
| | 2.3. Make accurate calculations for pricing and collection of payment. |
| | 2.4. Enter accurate sale information into point-of-sale equipment. |
| | 2.5. Confirm price to customer and check customer payment against sale value. |
| | 2.6. Provide correct change for cash payments. |
| | 2.7. Identify transaction errors, follow procedures for resolution and complete accurate records. |
| 3. Complete sales. | 3.1. Generate and complete documentation associated with the sale. |
| | 3.2. Confirm and process any purchase follow up activities. |
| | 3.3. Acknowledge and thank customer in line with organisational policy. |

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:	- interpret numerical information from various sources and calculate accurately with or without the use of a calculator. - measure or estimate quantities to calculate costs. - calculate percentage discounts.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRXSL002 Follow point-of-sale procedures

Modification History

Not applicable.

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:

- follow procedures for set up, maintenance and close of point-of-sale area/terminal on three different occasions
- perform three point-of-sale transactions for each of the following:
 - cash sales
 - non-cash sales
- perform three point-of-sale transactions for each of the following:
 - refunds
 - exchanges
- make six accurate financial calculations relating to product pricing that individually or cumulatively involve:
 - multiple products
 - products of varying prices
 - products with percentage discounts
- follow procedures to complete four sales that require post purchase activity.

Knowledge Evidence

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

- organisational policies and procedures for:
 - exchanges
 - refunds
 - lay-by
- basic key aspects of legislation that impact point-of-sale activities:
 - Australian Consumer Law
- features of products sold by the organisation
- functions and procedures for operating point-of-sale equipment:
 - opening and closing
 - clearance of terminal and transference of tender
 - recording takings

- consumables required by system
- security
- cash handling procedures:
 - counting cash
 - handling cash floats
 - change required, denominations of change and tendering change
 - security
- procedures for non-cash transactions:
 - credit cards
 - EFTPOS
 - vouchers
- types of purchase follow up activities and associated organisational policies and procedures:
 - placing of orders
 - delivery
 - issuing of invoices
 - issuing of receipts
 - wrapping and packing.

Assessment Conditions

Skills must be demonstrated in a service industries environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- organisational policies and procedures for point-of-sale activities
- current plain English regulatory documents distributed by government regulators outlining key aspects of legislation that impact point-of-sale activities as listed in the Knowledge Evidence
- point-of-sale equipment and consumables
- financial transaction documentation for non-cash sales
- cash
- assessment activities that allow the individual to work with commercial speed, timing and productivity.

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

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