



Australian Government

Department of Education, Employment and Workplace Relations

SISXIND202A Process entry transactions

Release: 2

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Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to process entry transactions in relation to a range of services provided in a range of facilities.

Application of the Unit

This unit applies to those who work in customer contact roles, such as activity assistants or customer-service assistants in locations such as community recreation centres or facilities, indoor recreation facilities, and leisure and aquatic centres.

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

PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Prepare to process entry transactions.

- 1.1. Receive and check cash float according to ***organisational policies and procedures***.
- 1.2. Complete documentation on cash float where required according to organisational policies and procedures.
- 1.3. Open point of sale terminal according to organisational policies and procedures.

2. Process entry transactions.

- 2.1. Process ***entry transactions*** in a timely manner according to organisational policies and procedures.
- 2.2. Process cash and non-cash transactions according to organisational policies and procedures.
- 2.3. State price or total and amount received to ***client***.
- 2.4. Respond to queries about transactions according to organisational policies and procedures.
- 2.5. Refer transactions outside area of responsibility to other personnel according to organisational policies and procedures.
- 2.6. Complete records for transaction errors according to organisational policies and procedures.

3. Access and use point of sale equipment.

- 3.1. Operate ***point of sale equipment*** according to organisational policies and procedures.
- 3.2. Maintain supply of change in point of sale terminal according to organisational policies and procedures.
- 3.3. Enter information into point of sale equipment according to organisational policies and procedures.
- 3.4. Clear point of sale terminal and transfer tender according to organisational policies and procedures.
- 3.5. Close point of sale terminal according to organisational policies and procedures.

Required Skills and Knowledge

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

Required skills

- technology skills to operate point of sale equipment
- numeracy skills to check float, calculate transactions and maintain adequate supply of change
- literacy skills to complete required documentation in relation to transaction
- communication skills to respond to client transaction requirements and queries
- self-management skills to:
 - work within organisational policies and procedures
 - refer transactions outside area of responsibility to supervisor
 - apply secure cash and non-cash handling skills and procedures.

Required knowledge

- organisational policies and procedures to enable effective and secure processing of entry transactions
- services provided by the facility and related transaction types to enable recognition and efficient processing of cash and non-cash transactions
- functions and features of point of sale equipment to enable safe and efficient operation.

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.

Overview of assessment

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

Evidence of the following is essential:

- works within own area of responsibility to process client entry transactions in a professional and timely manner according to organisational policies and procedures
- applies security procedures to the conduct of all entry transactions and refers transactions outside area of responsibility to supervisor.

Context of and specific resources for assessment

Assessment must ensure processing of multiple entry transactions to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- a range of real or simulated client entry transaction requests
- organisational policies and procedures for the processing of entry transactions
- point of sale equipment and cash float
- appropriate forms for the documentation of transaction details as requested.

Method of assessment

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

- observation of conducting multiple entry transactions of different types relevant to the current or intended work environment of the candidate
- oral and or written questioning to assess knowledge of the organisation's policies and procedures for processing entry transactions
- third-party reports from a supervisor detailing appropriate work performed by the candidate.

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

- SISXCCS201A Provide customer service.

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.

Organisational policies and procedures may include:

- point of sale procedures
- security of funds
- sales transactions
- cash and non-cash handling procedures
- documentation and record-keeping.

Entry transactions may include:

- cash
- credit cards
- cheques
- EFTPOS
- deposits
- refunds
- advance payments
- vouchers
- memberships.

Client may include:

- new or repeat
- internal or external
- clients with routine or special requests.

Point of sale equipment may include:

- cash register
- cash drawer
- customer displays
- EFTPOS terminal
- scanner.

Unit Sector(s)

Cross-Sector

Competency Field

Working in Industry