



Australian Government

TLIP0001 Sell products and services

Release: 1

TLIP0001 Sell products and services

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to sell products and services.

It includes preparing for financial transactions, using point-of-sale equipment, promoting and selling products or services, processing refunds and reconciling financial transactions.

Work is performed under some supervision, generally within a team environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

P - Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare for financial transactions

2 Promote products and

PERFORMANCE CRITERIA

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

1.1 Goods and services are prepared in accordance with workplace policies and procedures

1.2 Point-of-sale is prepared to transact with customers

2.1 Strategies to promote products and services are developed in accordance with workplace policies and

services	procedures
2.2	Strategies to promote products and services are implemented in accordance with workplace procedures
3 Sell products or services	3.1 Product knowledge is applied when answering customer inquiries
	3.2 Sales transactions are conducted in a professional manner so the customer's requirements are met
	3.3 Price is correctly calculated and charged, and correct change and receipt are issued
	3.4 Problems associated with selling products and services are reported to relevant personnel in accordance with workplace procedures
4 Process refunds	4.1 Claim for refund is substantiated in accordance with workplace procedures
	4.2 Refund claim application processes are completed to ensure transaction details are recorded
	4.3 Refunds are correctly calculated, authorised by relevant personnel and issued in a professional manner
5 Reconcile financial transactions	5.1 Value of money and vouchers issued and refunded are calculated to enable reconciliation against total sales to validate cash on hand
	5.2 Money, goods, service entitlements and reconciliation documents are secured in accordance with workplace requirements

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2033 Sell products and services.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP0001 Sell products and services

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- adapting to differences in equipment in accordance with standard operating procedures
- calculating and issuing refunds correctly and referring to appropriate personnel for authorisation
- calculating costs and change and providing customer with appropriate documentation
- communicating effectively with others when selling products and services
- completing relevant documentation and data entry transactions
- conducting a sale or refund using appropriate point-of-sale requirements
- conducting financial transactions in accordance with workplace procedures
- following opening and closing procedures
- following refund procedures and communicating outcomes with customers
- interpreting and following instructions, procedures and product information relevant to selling products and services
- modifying activities depending on operational contingencies and environments
- preparing for and transacting with customers in a professional manner
- promoting products and services
- reconciling financial transactions and reporting discrepancies to appropriate personnel
- selecting and using relevant office and communications equipment and materials when selling products and services
- working collaboratively with others when selling products and services.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- advertising policies
- communication requirements when selling products and services
- customer service techniques
- documentation and recording requirements
- equipment and materials used when selling products and services, and procedures and precautions that should be followed in their use
- point-of-sale requirements, procedures and applications
- potential problems and possible solutions relating to selling products and services
- product knowledge and specifications of goods and services
- refund procedures
- relevant consumer laws and trade practice requirements
- relevant legislation, regulations, codes of practice and industry guidelines relating to selling goods and services
- sales and promotion techniques
- workplace procedures and policies for selling products and services.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

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