



Australian Government

TLIP2024 Conduct financial transactions

Release: 2

TLIP2024 Conduct financial transactions

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor update to unit Application
- Minor wording changes to Performance Criteria
- Minor update to Knowledge Evidence
- Update to Assessment Conditions.

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 conduct financial transactions.

It includes operating point of sale equipment, transacting sales, clearing register activity and maintaining sales documents. Work must be carried out in compliance with relevant codes and regulations concerned with the conduct of financial transactions during the collection and delivery of valuables, secured products, documents and materials.

Work is performed under general supervision.

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

PERFORMANCE CRITERIA

Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Operate point of sale equipment	1.1 Point of sale equipment is operated and maintained in line with manufacturer specifications and workplace procedures
	1.2 Procedure for opening cash equipment or register is followed
	1.3 Adequate change is maintained for use in transactions
	1.4 Sales equipment or register is closed off in accordance with workplace cash security procedures
2 Transact sale	2.1 Amount owing is calculated and customer is advised
	2.2 Amount tendered in cash transactions is checked, correct change is calculated and given, and receipt/tax invoice is provided, as required
	2.3 Electronic and non-cash transactions are processed
3 Clear register	3.1 Sales equipment/register is cleared and cash is transferred at required times in accordance with workplace policy
	3.2 Cheques, credit and other non-cash transaction documents are handled in accordance with workplace policy and procedures
	3.3 Security is maintained when handling cash in accordance with workplace security procedures
4 Maintain sales documents	4.1 Records are completed for all transactions, including refunds and no sales
	4.2 Adequate supplies of dockets, vouchers and point of sale documents are maintained
	4.3 Debtor transactions are processed in line with workplace procedures

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 TLIP2024A Conduct financial transactions.

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 TLIP2024 Conduct financial transactions

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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 (SOPs)
- applying workplace procedures, relevant agreements, codes of practice or other legislative requirements
- communicating effectively with others when conducting financial transactions
- identifying and correctly using transaction equipment, processes and procedures
- interpreting and following operational instructions and prioritising work
- operating communication and financial equipment to required protocol
- reading and interpreting instructions, procedures and information relevant to conducting financial transactions
- transacting and completing documentation related to conducting financial transactions
- using correct manual handling techniques safely
- working collaboratively with others when conducting financial transactions
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- implications of credit and financial institution codes of practice
- operational procedures for conducting direct financial transactions with customers
- relevant state/territory regulations and requirements related to conducting financial transactions
- requirements of work systems, operations and relevant equipment
- risks and hazards when carrying out transactions and related precautions to control security threats
- typical problems that occur when conducting financial transactions and appropriate solutions.

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:

- a range of relevant exercises, case studies and/or simulations
- 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.

Links

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