



Australian Government

TLIP2030 Conduct courier/delivery cash transactions

Release: 1

TLIP2030 Conduct courier/delivery cash transactions

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 conduct courier/delivery cash transactions

It includes establishing a price with customers, conducting cash transactions safely and securely, and recording transaction details.

It involves the application of the basic cash transaction principles, routine procedures and regulatory requirements to conduct cash transactions as part of courier/delivery operations.

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

Elements describe the essential outcomes.

1 Establish price with customers

PERFORMANCE CRITERIA

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

1.1 Cost of delivery/operation is confirmed with customer

1.2 Customer queries are answered courteously and accurately

	1.3	Pricing structure is explained in accordance with workplace guidelines as required
	1.4	Bill/invoice is presented to customer
2 Conduct cash transaction	2.1	Cash received from customer is checked and securely stored
	2.2	Hazards are identified, risks are assessed and control measures are implemented
	2.3	Change is given in appropriate denomination coins/notes
	2.4	Rounding of price is undertaken in accordance with workplace policy
	2.5	Appropriate security measures are taken when carrying out cash transaction in accordance with workplace procedures
3 Record cash transaction details	3.1	Invoice/bill is receipted and/or receipt is provided to customer in accordance with workplace policy
	3.2	Record of transaction is made and kept
	3.3	Records at base are updated on return, to reflect transactions

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP2030A Conduct courier/delivery cash 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 TLIP2030 Conduct courier/delivery cash transactions

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Performance Evidence

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

- adapting to differences in equipment in accordance with operating procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant agreements, codes of practice, workplace procedures and other legislative requirements
- communicating and working effectively with others
- completing relevant documentation
- identifying and correctly using equipment, processes and procedures
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- planning own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant instructions, procedures and information
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- 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 of the requirements of the elements and performance criteria and include knowledge of:

- contingency planning for managing and controlling security threats
- implications of financial regulations and codes of practice
- operational procedures for conducting cash transactions with customers in the courier industry
- relevant state/territory regulations and requirements for conducting transactions within courier operations
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines
- requirements of courier work systems/operations and relevant equipment
- risks and hazards when carrying out cash transactions and related precautions to control security threats
- typical problems that can occur when conducting courier and delivery cash transactions and appropriate action that can be taken to prevent or solve these problems.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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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 include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

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