



**Australian Government**

# **TLIP2033 Sell products and services**

**Release: 1**

# TLIP2033 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 in accordance with regulatory and workplace requirements in the transport and logistics industry.

It includes preparing for financial transactions, promoting products and selling products and/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 services

### PERFORMANCE CRITERIA

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

1.1 Float, goods and services are prepared in accordance with workplace policies and procedures

1.2 Point of sale is established to meet workplace requirements and standards

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

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|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
|                                           | 2.2 Strategies to promote products and services are implemented in accordance with workplace procedures                                  |
| <b>3 Sell products or services</b>        | 3.1 Product knowledge is applied when answering customer inquiries                                                                       |
|                                           | 3.2 Sales transactions are conducted in a courteous manner to the customer's satisfaction                                                |
|                                           | 3.3 Price is correctly calculated and charged, and correct change and receipt are issued                                                 |
| <b>4 Process refunds</b>                  | 4.1 Claim for refund is substantiated in accordance with company procedures                                                              |
|                                           | 4.2 Refund claim application processes are completed to ensure transaction details are recorded                                          |
|                                           | 4.3 Refunds are correctly calculated and issued in a courteous manner                                                                    |
| <b>5 Reconcile financial transactions</b> | 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 Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to TLIP2033A 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 TLIP2033 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 of 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
- applying relevant legislation and workplace procedures
- carrying out required research activities when selling products and services
- carrying out financial transactions in accordance with workplace procedures
- communicating and negotiating effectively with others when selling products and services
- completing relevant documentation and data entry transactions creating promotional layouts
- marketing and promoting products and services
- modifying activities depending on operational contingencies and environments
- monitoring and prioritising work activities in terms of planned schedule
- reading, interpreting and following instructions, procedures and product information relevant to selling products and services
- selecting and using relevant office and communications equipment and materials when selling products and services
- working collaboratively with others when selling products and services
- working systematically with required attention to detail.

## 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:

- advertising policies
- applicable insurance and public liability
- Australian and international transport industry guidelines
- communication and negotiation requirements when selling products and services
- documentation and record requirements
- equipment and materials used when selling products and services, and procedures and precautions that should be followed in their use
- problems that may occur when selling products and services and appropriate action that can be taken to resolve these problems
- relevant consumer laws and trade practice requirements
- relevant regulations and codes of practice
- transport system fare structure and schedules
- workplace procedures and policies for selling products and services
- workplace products and services.

## 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.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 include:

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