



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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Prepare for financial transactions	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 Promote products and services	2.1 Strategies to promote products and services are developed in accordance with workplace policies and 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 courteous manner to the customer's satisfaction |
| | 3.3 Price is correctly calculated and charged, and correct change and receipt are issued |
| 4 Process refunds | 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 |
| 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 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>