



Australian Government

TLIP2037 Carry out financial transactions and maintain records

Release: 1

TLIP2037 Carry out financial transactions and maintain records

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 carry out financial transactions and to maintain records when providing taxi services. This involves using basic financial transaction principles, routine procedures and regulatory requirements, as part of taxi driving operations.

It includes operating a taxi meter in accordance with different tariff structures and taxi hire arrangements, calculating fares and handling payment transactions, and maintaining daily records for accounting purposes.

This unit meets part of the certification requirements for obtaining taxi driver accreditation. As requirements may vary between states and territories, people seeking taxi accreditation should contact their state/territory taxi regulator.

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 Operate a taxi meter in accordance with tariff structures and

PERFORMANCE CRITERIA

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

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|-----|---|
| 1.1 | Tariff structures and various forms of taxi hire are identified and applied |
| 1.2 | Meter functions are identified and applied |

hiring arrangements	1.3	Meter is operated at beginning, throughout and at the end of hiring, in line with regulations and workplace procedures
	1.4	Meter is used to access information to complete driver running sheet, end-of-shift reports and reconciliation taking/fares
2 Calculate fares and handle payment transactions	2.1	Amount owing is calculated and customer is advised
	2.2	Amount tendered in case transactions is checked, and correct change is calculated and given
	2.3	Adequate change is maintained for use in transactions
	2.4	Adequate supplies of dockets, vouchers and point of sale documents are maintained
	2.5	Cash, credit and other non-cash payment transactions are handled in accordance with workplace policy and procedures
	2.6	Hazards are identified, risks are assessed and control measures are implemented
	2.7	Due security is maintained when handling payments in accordance with workplace security procedures
	2.8	Taxi subsidy scheme transactions are processed in accordance with state requirements
3 Maintain daily records	3.1	Records are completed for all cash, credit and other non-credit transactions in accordance with workplace policy and procedures
	3.2	Calculations to complete driver running sheet are carried out
	3.3	End-of-shift reconciliation is completed
	3.4	Appropriate records are maintained for taxation purposes

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 TLIP2037A Carry out financial transactions and maintain records.

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 TLIP2037 Carry out financial transactions and maintain records

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 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
- applying tariff structures and taxi hire arrangements
- communicating and working effectively with others
- completing documentation and maintaining records, including a business activity statement and maintaining records for taxation purposes
- completing documentation for conducting financial transactions and maintaining records
- conducting cash, credit and other non-cash payment transactions
- filling out documents, vouchers, point of sale documents and other relevant taxi documentation legibly
- identifying and correctly using transaction equipment, processes and procedures to calculate fares and handle payments
- identifying required credit card clearances and transaction limits
- maintaining transaction records and documentation for taxation and other purposes
- modifying activities depending on workplace contexts, risk situations and environments
- operating a taxi meter
- operating EFTPOS and other manual card equipment in a taxi
- operating electronic communications equipment to required protocol
- planning and prioritising own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant instructions, procedures and information
- responding appropriately to inquiries
- selecting and using appropriate aids for carrying out calculations
- selecting and using appropriate mathematical processes when conducting transactions
- using basic mathematical calculations.

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:

- Australian taxation system as it relates to taxi drivers
- contingency planning for managing and controlling security threats
- hiring arrangements
- implications of credit and financial institution codes of practice
- operational procedures for conducting direct financial transactions with customers in the taxi industry and maintaining records
- relevant state/territory regulations and codes of practice for conducting transactions and maintaining records within taxi operations
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines
- requirements of taxi work systems, operations and relevant equipment
- risks and hazards when carrying out financial transactions and maintaining records, and related precautions to control security threats
- sources of information and documentation needed when conducting financial transactions and maintaining records within the taxi industry
- tariff structures
- taxi meter functions
- taxi subsidy scheme and/or vouchers
- typical problems that can occur when carrying out financial transactions and maintaining records, 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 the taxi industry including:
 - calculators
 - EFTPOS machines
 - manual card imprinting resources
 - non-cash credit vouchers
 - taxi meters
 - various forms of cards.

Links

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