



Australian Government

Department of Education, Employment and Workplace Relations

TLIP2030A Conduct courier/delivery cash transactions

Release: 1

TLIP2030A Conduct courier/delivery cash transactions

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct courier/delivery cash transactions, including establishing price with customers, conducting transactions safely and securely, and recording transaction details. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in compliance with the relevant codes and regulations concerned with the conduct of cash transactions during the collection and delivery of valuables, secured products, documents and materials.

Work is performed under general supervision. 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.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Establish price with customers	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 within workplace guidelines as required 1.4 Bill/invoice is presented to customer
2 Conduct cash transaction	2.1 Cash handed to courier/deliverer is checked and securely stored 2.2 Change is given in appropriate denomination coins/notes 2.3 Rounding of price is undertaken within workplace policy 2.4 Appropriate security measures are taken when carrying out the cash transaction in accordance with workplace procedures
3 Record cash transaction details	3.1 Invoice/bill is receipted or receipt provided to customer in accordance with workplace policy 3.2 Record of transaction is made and kept 3.3 Records at base are updated upon return to reflect transactions

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations and requirements related to the conduct of transactions within courier operations
- Relevant OH&S procedures and guidelines
- Risks and hazards when carrying out cash transactions and related precautions to control security threats
- Operational procedures for the conduct of cash transactions with customers in the courier industry
- Contingency planning relating to managing and controlling security threats
- Implications of financial regulations and codes of practice
- Requirements of courier work systems/operations and relevant equipment
- Typical problems that can occur when conducting courier and delivery cash transactions and appropriate action that can be taken to prevent or solve them

Required skills:

Required skills:

- Communicate effectively with others when conducting courier and delivery cash transactions
- Read and interpret instructions, procedures and information relevant to the conduct of courier and delivery cash transactions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of courier and delivery cash transactions
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting courier and delivery cash transactions
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting courier and delivery cash transactions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when conducting courier and delivery cash transactions
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of courier and delivery cash transactions
- Apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment, processes and procedures
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills

EVIDENCE GUIDE

Context of and specific resources for assessment	• relevant legislation and workplace procedures • other relevant aspects of the range statement • Performance is demonstrated consistently over a period of time and in a suitable range of contexts • Resources for assessment include: • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or • access to an appropriate range of relevant operational situations in the workplace • In both real and simulated environments, access is required to: • relevant and appropriate materials and equipment, and • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment	• Assessment of this unit must be undertaken by a registered training organisation • As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests • Practical assessment must occur: • through activities in an appropriately simulated environment at the registered training organisation, and/or • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	• in a range of work environments and weather conditions • by day or night
Customers may be:	• internal or external
Hazards may include:	• vehicular and pedestrian traffic • uneven ground, steps, road surfaces

RANGE STATEMENT

	• dust and vapours • hazardous or dangerous materials • humidity, air temperature and radiant heat • light including UV • noise
Consultative processes may involve:	• clients • other employees and supervisors • union representatives • industrial relations and OH&S specialists • management • other professional or technical staff • local government authorities
Transactions may involve:	• coins and notes
Cash transactions and completion of related transaction records are undertaken in accordance with:	• workplace policy and procedures
Communication may include:	• mobile and fixed phones • radio • oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Personal protective equipment may include:	• gloves • safety headwear and footwear • firearms • two-way radios
Information/documents may include:	• workplace procedures and policies • job specifications • relevant manufacturers specifications and instructions for the use of transaction equipment • operations manuals • induction documentation • competency standards and training materials • supplier and/or client instructions • material safety data sheets • codes of practice and regulations concerning cash transaction • award, enterprise bargaining agreement, other industrial

RANGE STATEMENT

- Applicable regulations and legislation may include:
- arrangements
 - relevant standards and certification requirements
 - quality assurance procedures
 - emergency procedures
 - regulatory requirements for conducting cash transactions
 - relevant Australian Standards and certification requirements
 - relevant state/territory privacy legislation
 - relevant state/territory OH&S regulations and legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance