



Australian Government

Department of Education, Employment and Workplace Relations

TLIP2037A Carry out financial transactions and maintain records

Release: 1

TLIP2037A Carry out financial transactions and maintain records

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to carry out financial transactions and maintain records when providing taxicab services. It includes operating a taxicab meter in accordance with different tariff structures and taxi hire arrangements, calculating fares and handling payment transactions, and maintaining records for accounting purposes. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

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This unit applies to the role of taxi driving. The work involves using basic financial transaction principles, routine procedures and regulatory requirements to handle payment transactions and maintain financial records as part of taxi driving 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 Operate a taxi meter in accordance with tariff structures and hiring arrangements | 1.1 Tariff structures and the various forms of taxi hire are identified and applied
1.2 Meter functions are identified and applied
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 In the case of cash transactions, amount tendered is checked and the 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 Due security is maintained when handling payments in accordance with workplace security procedures
2.7 Process taxi subsidy scheme transaction according to 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 the driver running sheet are carried out
3.3 End-of-shift reconciliation is completed
3.4 Appropriate records are maintained for taxation purposes |

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 codes of practice related to the conduct of transactions and maintenance of records within taxi operations
- Relevant OH&S procedures and guidelines
- Operational procedures for the conduct of direct financial transactions with customers in the taxi industry and the maintenance of records

REQUIRED KNOWLEDGE AND SKILLS

- Sources of information and documentation needed when conducting financial transactions and maintaining records within the taxi industry
- Typical problems that can occur when carrying out financial transactions and maintaining records, and appropriate action that can be taken to prevent or solve them
- Risks and hazards when carrying out financial transactions and maintaining records, and related precautions to control security threats
- Contingency planning relating to managing and controlling security threats
- Implications of credit and financial institution codes of practice
- Requirements of taxi work systems, operations and relevant equipment
- Tariff structures
- Hiring arrangements
- Taxi meter functions

Required skills:

- Communicate effectively with others when conducting financial transactions and maintaining records
- Read and interpret instructions, procedures and information relevant to the conduct of financial transactions and maintenance of records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of financial transactions and maintenance of records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting financial transactions and maintaining records
- 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 arise when conducting financial transactions and maintaining records, in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of financial transactions and maintenance of records
- Plan own work including predicting consequences and identifying improvements
- Apply relevant agreements, codes of practice or other legislative requirements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing workplace contexts, 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 transaction equipment, processes and procedures

Required skills:

- Adapt to differences in equipment in accordance with standard operating procedures
- Use basic mathematical calculations
- Use EFTPOS equipment
- Complete documentation and maintain records for taxation purposes
- Complete a business activity statement

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
 - applying relevant legislation and workplace procedures
 - applying tariff structures and taxi hire arrangements
 - operating a taxi meter
 - operating EFTPOS and other manual card equipment in a taxicab
 - selecting and using appropriate mathematical processes when conducting transactions
 - selecting and using appropriate aids for carrying out calculations
 - conducting cash, credit and other non-cash payment transactions
 - filling out documents, vouchers, point of sale documents and other relevant taxi documentation legibly
 - responding appropriately to telephone inquiries
 - identifying required credit card clearances and transaction limits
 - using appropriate communication methods and strategies
 - locating, interpreting and applying relevant

EVIDENCE GUIDE

	information
Context of and specific resources for assessment	• maintaining transaction records and documentation • 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 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/or equipment, and/or • 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 appropriately simulated activities at the registered training organisation, and/or • in an appropriate range of situations in the workplace • on actual financial equipment used in the taxi industry

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.

Tariff structures and hiring arrangements may include:	• various forms of hiring • relevant tariffs, tolls and fees
Amount owing is determined:	• in accordance with workplace policy and procedures • in conformance with legal and regulatory requirements

RANGE STATEMENT

- Transactions are conducted using:
- EFTPOS machine
 - calculators
 - various forms of cards
 - manual card imprinting resources
- Finance processing equipment may include:
- manual and electronic cash registers
 - EFTPOS and credit card facilities
 - smart card
 - manual ticketing resources
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- 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 including the National Standards for Manual Handling and the Industry Safety Code
 - award, enterprise bargaining agreement, other industrial arrangements
 - relevant standards and certification requirements
 - quality assurance procedures
 - emergency procedures
- Applicable regulations and legislation may include:
- regulatory requirements for conducting financial transactions
 - relevant Australian Standards and certification requirements
 - relevant state/territory privacy legislation
 - relevant state/territory OH&S regulations and legislation
 - licensing requirements for driving and carrying particular classes of goods
 - relevant state/territory road rules and traffic acts

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

P - Administration and Finance