



Australian Government

TLIP2038A Conduct, balance and secure financial transactions

Release 1

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Modification History

Release 1. This is the first release of this unit.

Unit Descriptor

This unit involves the knowledge and skills required to communicate with customers and operate a range of point-of-sale equipment to perform sales transactions, and to balance and reconcile a register or terminal. It involves conducting transactions, clearing the register, counting money, calculating non-cash transactions, and reconciling and recording takings.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

This unit applies to frontline staff working under some supervision and requires the application of organisational policy and procedures in undertaking work tasks.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Nil

Employability Skills Information

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

- | | |
|---|---|
| 1 Operate point-of-sale equipment | <ul style="list-style-type: none">1.1 Point-of-sale equipment is operated in accordance with design specifications1.2 Point-of-sale terminal is opened and closed in accordance with organisational policies and procedures1.3 Point-of-sale terminal is cleared and tender is transferred in accordance with organisational policies and procedures1.4 Cash handling is conducted in accordance with organisational security procedures1.5 Supplies of change and cash float are maintained in point-of-sale terminal in accordance with organisational policies and procedures1.6 Records of transaction errors are recorded in accordance with organisational policies and procedures1.7 Adequate supplies of dockets, vouchers and point-of-sale documents are maintained |
| 2 Perform point-of-sale transactions | <ul style="list-style-type: none">2.1 Point-of-sale transactions are completed in accordance with organisational policies and procedures and relevant legislation2.2 Organisational procedures for cash and non-cash transactions are identified and applied2.3 Organisational policies and procedures for exchanges and returns are identified and applied2.4 Information is entered correctly into point-of-sale equipment2.5 Total price and amount of cash received is verbally stated and correct change is tendered |
| 3 Complete sales | <ul style="list-style-type: none">3.1 Relevant documentation is completed in accordance with organisational policies and procedures3.2 Sales transactions are processed in a timely manner in accordance with organisational policies and procedures |
| 4 Remove takings from register or terminal | <ul style="list-style-type: none">4.1 Register or terminal is balanced at designated times in accordance with organisational policies and procedures4.2 Cash float is separated from takings prior to balancing and is secured in accordance with organisational policies and procedures4.3 Change is supplied to register or terminal in accordance with |

organisational policies and procedures

4.4 Register or terminal reading or printout is obtained and interpreted

4.5 Cash and non-cash documents are removed and secured in accordance with organisational policies and procedures

5 Reconcile takings

5.1 Cash is counted accurately

5.2 Non-cash documents are calculated accurately

5.3 Balance between register or terminal reading and sum of cash and non-cash transactions is determined correctly

5.4 Discrepancies between register or terminal reading and sum of cash

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Cash and non-cash handling procedures, including:
 - balancing point-of-sale terminal
 - calculating non-cash documents
 - change required and denominations of change
 - clearance of terminal and transference of tender
 - counting cash
 - credit and returns
 - credit cards
 - EFTPOS
 - maintenance of cash float
 - opening and closing point-of-sale terminal
 - recording takings
 - security of cash and non-cash transactions
- Organisational policy and procedures in relation to:
 - cash float
 - operation of equipment used at register or terminal
 - register or terminal balance
 - security of cash and non-cash transactions
- Relevant health and hygiene regulations and requirements
- Relevant legislation, regulations and codes of practice such as:
 - consumer law
 - work health and safety (WHS)/occupational health and safety (OHS)
 - privacy
 - good and services tax
- Records:
 - electronic
 - manual
- Workplace policies and procedures in regard to client service and point-of-sale techniques

Required skills:

- Balance point-of-sale terminal or register
- Calculate:
 - total price
 - non-cash transactions
 - discrepancies between reported and actual takings
- Count cash
- Communicate effectively verbally and non-verbally
- Implement organisational policies and procedure in relation to:
 - credits and returns
 - customer refunds
- Interpret and complete documentation
- Manage time effectively and complete tasks in a set timeframe
- Operate terminal or register
- Report on takings
- Tender correct change
- Use point-of-sale equipment such as:
 - calculators
 - credit cards
 - EFTPOS
 - registers

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 competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- operating register or terminal equipment in accordance with manufacturer instructions and organisational policies and procedures
- applying relevant organisational policies and procedures (handling cash and removing takings from register or terminal, cash float, reading registers and recording information)
- processing documentation and records responsibly in accordance with organisational policies and procedures
- reconciling takings in accordance with organisational policies and procedures.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- 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

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, and/or

- in an appropriate range of situations in the workplace

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.

- Point-of-sale equipment may include:
- electronic:
 - terminal and screen
 - bar code scanner
 - EFTPOS equipment
 - manual:
 - cash register
 - credit card equipment
- Organisational policies and procedures may include:
- cash handling security
 - health and hygiene requirements
 - operation of point-of-sale equipment
 - sales transactions
 - staffing
- Cash handling may include:
- balancing point-of-sale terminal
 - calculating non-cash documents
 - clearing terminal and transferring tender
 - counting cash
 - ensuring security of cash and non-cash transactions
 - maintaining cash float
 - opening and closing point-of-sale terminal
 - recording takings
 - tendering change
- Point-of-sale transactions may include:
- cheques
 - credit cards
 - customer refunds
 - EFTPOS
 - smart cards
- Non-cash documents may include:
- cash on delivery (COD)
 - cheques
 - credit cards
 - refunds
- Relevant personnel may include:
- manager
 - supervisor
 - team leader

Unit Sector(s)

Cross sector

Competency Field

P – Administration & Finance