



Australian Government

Department of Education, Employment and Workplace Relations

WRBCS201B Conduct financial transactions

Release: 1

WRBCS201B Conduct financial transactions

Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge required to conduct operations at the point of sale area. This competency may apply to a range of roles in the workplace.

This unit is equivalent to and replaces WRB07A Conduct Financial Transactions, as packaged in WRB99.

Application of the Unit

This unit requires the operator to communicate with clients and operate a range of point of sale equipment to perform sales transactions and reconcile takings.

In the context of an assessment-only and/or a training delivery and assessment pathway, units of competency which relate to this unit are identified in the Evidence Guide of this unit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the **bold italicised** text are outlined in the range statement.

Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Operate point of sale equipment	1.1 Point of sale equipment is operated according to design specifications. 1.2 Point of sale terminal is opened and closed according to workplace policies and procedures. 1.3 Point of sale terminal is cleared and tender transferred according to workplace policies and procedures. 1.4 Cash handling is conducted according to workplace security procedures. 1.5 Supplies of change/cash float in point of sale terminal are maintained according to workplace policies and procedures. 1.6 Active point of sale terminals are attended according to workplace policies and procedures. 1.7 Records of transaction errors are completed according to workplace policies and procedures. 1.8 Adequate supplies of dockets, vouchers and point of sale documents are maintained.
2 Perform point of sale transactions	2.1 Point of sale transactions are completed according to workplace policies and procedures and relevant legislation. 2.2 Workplace procedures are identified and applied in respect to cash and non-cash transactions. 2.3 Workplace policies and procedures are identified and applied in regard to exchanges and returns. 2.4 Information is entered into point of sale equipment. 2.5 Price/total/amount of cash received is stated verbally to client. 2.6 Correct change is tendered.

- 3 Complete sales
 - 3.1 **Client documentation** is completed.
 - 3.2 Sales transactions are processed without undue delay or clients are directed to point of sale terminals according to workplace policies and procedures.
- 4 Remove takings from register/terminal
 - 4.1 Register/terminal balance is performed at designated times according to workplace policies and procedures.
 - 4.2 Cash float is separated from takings prior to balancing procedure and secured according to workplace policies and procedures.
 - 4.3 Change is supplied to register/terminal according to workplace policy.
 - 4.4 Register/terminal reading or print out is determined.
 - 4.5 Cash and non-cash documents are removed and transported according to store security policies and procedures.
- 5 Reconcile takings
 - 5.1 Cash is counted.
 - 5.2 Non-cash documents are calculated.
 - 5.3 Balance between register/terminal reading and sum of cash and non-cash transactions is determined.
 - 5.4 Takings are recorded.

Required Skills and Knowledge

Not applicable.

Evidence Guide

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

Overview of assessment requirements

A person who demonstrates competency in this standard must be able to communicate effectively with clients and operate a range of point of sale equipment to perform sales and reconcile takings. The evidence provided must also demonstrate knowledge and skills in applying workplace policies and procedures, relevant legislation and manufacturer instructions.

Specific evidence requirements

Critical aspects of evidence required to demonstrate competency in this unit

Knowledge and consistent application of workplace policies and procedures and safe work practices in regard to conducting financial transactions.

Knowledge and consistent application of relevant legislation, including consumer law.

Reading, accurately interpreting and consistently applying manufacturer instructions in regard to point of sale techniques/procedures.

Consistently operating point of sale equipment according to design specifications.

Knowledge and consistent application of workplace policies/procedures in regard to cash handling and point of sale transactions.

Reconciling takings according to workplace policies and procedures.

Processing documentation/records according to workplace policies and procedures.

Consistently using time effectively.

Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the beauty therapist and/or an experienced person at the workplace.

Competency should be demonstrated in the workplace or a simulated workplace environment in a range of situations which may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to page 32 of the Assessment Guidelines in this Training Package.

Relationship to other units

In the context of an assessment-only and/or a training delivery and assessment pathway, all units which relate to a job function can be integrated for assessment purposes.

Method of assessment

The following assessment methods are suggested:

observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:

handling cash transactions according to workplace security procedures

recording transaction errors according to policies and procedures

balancing register/terminal at designated times

counting cash

recording takings.

written and/or oral questioning to assess knowledge and understanding of financial transactions, including a range of point of sale equipment. Questions will be asked in a manner appropriate to the language and literacy level of the learner.

completing workplace documentation relevant to conducting financial transactions.

third party reports from experienced beauty professionals in the workplace.

completion of self-paced learning materials, including personal reflection and feedback from trainer/coach/supervisor.

Evidence required for demonstration of consistent performance

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Required skills and knowledge to achieve the performance criteria

Skills

Communication, including:
listening and questioning techniques
verbal and non-verbal communication skills.

Cash handling procedures, including:
opening and closing point of sale terminal
clearing terminal and transferring tender
maintaining cash float
accurately tendering change
accurately counting cash
calculating non-cash documents
balancing point of sale terminal
recording takings
securing cash and non-cash transactions
change required and denominations of change.

Using point of sale equipment and applying procedures, including the following:
registers
calculators
EFTPOS
credit cards
electronic scanners
lay-by
credits and returns
customer refunds
customer credit ratings.

Completing tasks in a set time frame.

Language, literacy and numeracy skills relevant to the role and workplace requirements.

Knowledge

The provisions of relevant health and hygiene regulations/requirements and legislative requirements including consumer law.

The provisions of relevant Occupational Health and Safety regulations/requirements.

Workplace policies and procedures in regard to client service and point of sale techniques.

Specific resources required for assessment

Relevant documentation, such as:

workplace policy and procedures manuals in regard to conducting financial transactions

financial transactions dockets/slips

sample debit, credit card vouchers

recording/tally sheets.

Register/terminal and related equipment.

Access to a range of clients with different requirements.

A range of merchandise and products appropriate to the beauty workplace.

A qualified workplace assessor or assessment team.

Key competencies

The seven key competencies represent generic skills considered for effective work participation. The numbering against each of the key competencies indicates the performance level required in this unit.

Level 1 represents the competence to undertake tasks effectively.

Level 2 represents the competence to manage tasks.

Level 3 represents the competence to use concepts for evaluating and reshaping tasks.

Key Competency	Example of Application	Performance Level
How can communication of ideas and information be applied?	Advising the client of the sales total will require the communication of ideas and information.	1
How can information be collected, analysed and organised ?	Reconciling takings will require information to be collected, analysed and organised.	1
How are activities planned and organised ?	Attending active point of sale terminals will require activities to be planned and organised.	1
How can team work be applied?	Maintaining point of sales supplies will require team work.	1
How can the use of mathematical ideas and techniques be applied?	Receiving money from clients and tendering correct change will require the use of mathematical ideas and techniques.	1
How can problem solving skills be applied?	Applying workplace policies in relation to exchanges and returns will require problem solving skills.	1
How can the use of technology be applied?	Operating point of sale equipment will require the use of technology.	1

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 will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the trainee, accessibility of the item, and local industry and regional contexts. **Bold italicised** text from the performance criteria is detailed here.

Point of sale equipment may include but is not limited to:

manual:

cash register

credit card equipment

electronic:

cash register

bar code scanner

EFTPOS equipment.

Workplace policies and procedures may include but are not limited to:

operation of point of sale equipment

cash handling security

sales transactions

staffing

health and hygiene requirements.

Cash handling may include but is not limited to:

opening and closing point of sale terminal
clearance of terminal and transference of tender
maintenance of cash float
tendering of change
counting cash
calculating non-cash documents
balancing point of sale terminal
security of cash and non-cash transactions
recording takings.

Point of sale transactions may include but are not limited to:

EFTPOS
cheques
credit cards
smart cards
lay-by
credits and returns
customer refunds
gift vouchers
client credit ratings.

Relevant legislation may include but is not limited to:

consumer legislation
privacy legislation
GST regulations
Occupational Health and Safety legislation.

Clients may include but are not limited to:

new or regular clients with routine or special needs.

Client documentation may include but is not limited to:

order forms
invoices
receipts.

Unit Sector(s)

Not applicable.

Competency Field

Beauty