



Australian Government

Department of Education, Employment and Workplace Relations

WRRCS2B Apply point of sale handling procedures

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit encompasses the skills, knowledge and attitudes required at the point of sale in any retail store. It includes operating the point of sale equipment, applying store policies and procedures to a range of transactions, dealing appropriately with the customer and packing or wrapping the item for transportation.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Operate point of sale equipment	1.1 Point of sale equipment operated according to design specifications. 1.2 Point of sale terminal opened and closed according to store procedure. 1.3 Point of sale terminal cleared and tender transferred according to store procedure. 1.4 Cash handled according to store security procedures. 1.5 Supplies of change in point of sale terminal maintained according to store policy. 1.6 Active point of sale terminals attended according to store policy. 1.7 Records completed for transaction errors according to store policy. 1.8 Adequate supplies of dockets, vouchers and point of sale documents maintained. 1.9 Customers informed of delays in the point of sales operation.
2 Perform point of sale transactions	2.1 Point of sale transactions completed according to store policy. 2.2 Store procedures identified and applied in respect of cash and non-cash transactions. 2.3 Store procedures identified and applied in regard to exchanges and returns. 2.4 Goods moved through point of sale area efficiently and with attention to fragility and packaging. 2.5 Information entered into point of sale equipment accurately. 2.6 Price/total/amount of cash received stated verbally to customer.

- 2.7 Correct change tendered.
- 3 Complete sales
 - 3.1 Customer order forms, invoices, receipts completed accurately.
 - 3.2 Customer delivery requirements identified and processed accurately, without undue delay.
 - 3.3 Sales transactions processed without undue delay or customers directed to point of sale terminals according to store policy.
- 4 Wrap and pack goods
 - 4.1 Adequate supplies of wrapping material or bags maintained/requested.
 - 4.2 Appropriate packaging material selected.
 - 4.3 Merchandise wrapped neatly and effectively where required.
 - 4.4 Items packed safely to avoid damage in transit, and labels attached where required.
 - 4.5 Transfer of merchandise for parcel pick-up or other delivery methods arranged if required.

Required Skills and Knowledge

Not applicable.

Evidence Guide

The following components of the evidence guide relate directly to the performance criteria and the range of variables for the unit of competency and provide guidance for assessment of the unit in the workplace and/or training program.

Critical Aspects of Evidence

Competency in this unit requires evidence that the candidate:

Consistently operates point of sale equipment according to manufacturer's instructions and store policies and procedures.

Consistently applies store policies and procedures in regard to cash handling and point of sale transactions.

Processes sales transaction information responsibly and accurately according to store policies and procedures.

Constantly applies store policies and procedures in regard to the handling, packing and wrapping of goods/merchandise.

Underpinning Skills and Knowledge

Knowledge and skills are essential to apply this unit in the workplace, to transfer to other contexts and deal with unplanned events. The requirements for this unit of competency are listed below:

Knowledge of:

Store policies and procedures in relation to:

customer service

point of sale transactions

allocated duties and responsibilities

exchanges and returns

handling, packing and wrapping of goods/merchandise

The range of services provided by the store

Stock availability

Relevant legislation and statutory requirements including:

Trade Practices Act

consumer law

industry codes of practice

occupational health and safety

Cash and non-cash handling procedures including:

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 equipment

recording takings

security of cash and non cash transactions

change required and denominations of change

Functions and procedures for operating point of sale equipment including:

registers

numerical display board

calculators

electronic scales

scanners

Skills in:

Following set routines and procedures

Verbal and non verbal communication

Questioning and active listening

Dealing with different types of transactions

Wrapping and packing techniques

Store bag checking procedures

Merchandise handling techniques

Literacy skills in regard to written sales and delivery documentation

Numeracy skills in regard to rendering change

Generic Process Skills

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions.

Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this unit of competency.

Following each question a number indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

How can **communication of ideas and information** be applied?

By communicating with the customer in relation to the amount owed and identifying delivery requirements.(1)

How can **information be collected, analysed and organised**?

By identifying customer requirements in relation to picking up parcels or having them delivered and to where.(1)

How are **activities planned and organised**?

By organising the wrapping and packaging of goods and maintaining adequate supplies.(1)

How can **team work** be applied?

This skill may not be applicable to this unit. (0)

How can the use of **mathematical ideas and techniques** be applied?

Mathematical ideas and techniques need to be used when receiving money from customer and in giving correct change. (1)

How can **problem solving skills** be applied?

Organising delivery and packaging goods will require problem solving skills.(1)

How can the **use of technology** be applied?

Using various point of sale equipment requires the use of technology.(1)

Context of Assessment

Assessment Process

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.

Integrated Competency Assessment

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for each unit, or a cluster of units of competency.

The candidate will be required to:

Apply knowledge and skills which underpin the process required to demonstrate competence, including appropriate key competencies.

Integrate knowledge and skills critical to demonstrating competence in this unit.

Unit WRRCS2B can be assessed with the following units:

WRRLP2B Minimise theft

WRRCS3B Interact with customers

WRR11B Perform stock control procedures

WRRF1B Balance the register/terminal

Evidence Gathering Methods

Evidence should include products, processes and procedures from the workplace context or from a simulated work environment. Evidence might include:

Observation of the person in the workplace

A simulated role play

Third party reports from a supervisor

Customer feedback

Answers to questions about specific skills and knowledge

Resources Required

A real or simulated work environment

Relevant documentation, such as:

stock/inventory/price lists

financial transaction dockets/slips

lay by/credit/product return slips

store policy and procedures manuals

A range of point of sale equipment

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Cash and non-cash handling procedures including:
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maintenance of cash float
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Functions and procedures for operating point of sale equipment including:
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Range Statement

The Range of Variables provide the range of applications of this unit of competency to allow for differences within enterprises and workplaces. It provides details of practices, knowledge and requirements referred to in the elements and performance criteria. The variables chosen in training and assessment will depend on the work contexts.

The following variables may include but are not limited to:

Store policies and procedures in regard to:

operation of point of sale equipment

security

sales transactions

handling techniques of stock

Point of sale equipment may include:

cash registers

cash drawers

scanners

Customer interactions may include:

greetings

price confirmation

delivery inquiries

reward point inquiries

regular and new customers

routine or special requirements

Transactions may include:

EFTPOS

cheques

Travellers cheques

credit cards/store cards

smart cards

lay-by

returns

exchanges

gift vouchers

Packing and wrapping materials may include:

boxes

bags

paper

bubble wrap

gift wrapping

Staff may include:

full time

casual

part time

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Unit Sector(s)

Not applicable.