



Australian Government

Department of Education, Employment and Workplace Relations

WRRF1B Balance register/terminal

Release: 1

WRRF1B Balance register/terminal

Modification History

Not applicable.

Unit Descriptor

This unit encompasses the skills, knowledge and attitudes required to balance the register/terminal in a retail environment. It involves clearing the register, counting money, calculating non-cash transactions and reconciling takings.

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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 Remove takings from register/terminal	1.1 Register/terminal balance performed at designated times according to store policy and procedures. 1.2 Cash float separated from takings prior to balancing procedure and secured according to store policy. 1.3 Change supplied to register/terminal according to store policy. 1.4 Register/terminal reading or print out accurately determined. 1.5 Cash and non-cash documents removed and transported according to store security policies and procedures.
2 Reconcile takings	2.1 Cash counted accurately. 2.2 Non-cash documents calculated accurately. 2.3 Balance between register/terminal reading and sum of cash and non-cash transactions determined accurately. 2.4 Records for store and individual department takings recorded accurately and according to store policy.

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:

Operates register/terminal equipment according to manufacturers' instructions and store policy.

Consistently applies store policies and procedures in regard to handling cash and removing takings from register/terminal.

Consistently applies store policies and procedures in regard to reading registers and recording information.

Processes documentation/records responsibly and according to store policies and procedures.

Reconciles takings according to store policies and procedures.

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 regard to:

register/terminal balance

cash and non-cash transactions security

cash float

operation of equipment used at register/terminal

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

counting cash

calculating non-cash documents

balancing point of sale terminal

recording takings

security of cash and non-cash transactions

change required and denominations of change

EFTPOS/credit cards

gift vouchers/lay by

credit and returns

Skills in:

Completing tasks in a set time frame

Literacy skills in regard to interpreting documentation

Numeracy skills in regard to:

counting cash

calculating non-cash transactions

reporting on takings

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?

Errors in readings may need to be communicated to relevant personnel. (1)

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

Counting cash and non-cash documents and balancing readings requires information to be collected, analysed and organised. (1)

How are **activities planned and organised**?

Reconciling takings requires activities to be planned and organised. (1)

How can **team work** be applied?

Team work may be required when establishing individual and store department takings. (1)

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

Mathematical ideas and techniques will be required when balancing register/terminal. (1)

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

Problem solving skills will be applied when balancing register/terminal reading and sum of cash and non-cash transactions. (1)

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

The use of technology will be applied through using the register/terminal. (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 WRRF1B can be assessed with the following units:

WRRCS2B Apply point of sale handling procedures

WRRLP2B Minimise theft

WRRCS3B Interact with customers

WRR1B Perform stock control procedures

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:

financial transaction dockets/slips/invoices

sample debit, credit card vouchers

recording/tally sheets

store policy and procedure manuals in regard to register/terminal balance

Register/terminal and related equipment

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Competency in this unit requires evidence that the candidate:

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Reconciles takings according to store policies and procedures.

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 regard to:

register/terminal balance

cash and non-cash transactions security

cash float

operation of equipment used at register/terminal

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

counting cash

calculating non-cash documents

balancing point of sale terminal

recording takings

security of cash and non-cash transactions

change required and denominations of change

EFTPOS/credit cards

gift vouchers/lay by

credit and returns

Skills in:

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Literacy skills in regard to interpreting documentation

Numeracy skills in regard to:

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reporting on takings

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.

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Errors in readings may need to be communicated to relevant personnel. (1)

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Problem solving skills will be applied when balancing register/terminal reading and sum of cash and non-cash transactions. (1)

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

The use of technology will be applied through using the register/terminal. (1)

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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 WRRF1B can be assessed with the following units:

WRRCS2B Apply point of sale handling procedures

WRRLP2B Minimise theft

WRRCS3B Interact with customers

WRR11B Perform stock control procedures

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:

financial transaction dockets/slips/invoices

sample debit, credit card vouchers

recording/tally sheets

store policy and procedure manuals in regard to register/terminal balance

Register/terminal and related equipment

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:

register/terminal balance

security

Register/terminals may be:

manual

electronic

Non-cash transactions may include:

credit cards

cheques

hire purchase

lay-by

cash on delivery (C.O.D.)

customer refunds

customer credit ratings

Register/terminals may be cleared by:

operator

specialist staff

at intervals during or at close of trading

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Register/terminals may be cleared by:

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Unit Sector(s)

Not applicable.