

Training Package	Entertainment (CUE03)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
CUEFOH07B	Process financial transactions	15

Unit descriptor	This unit describes the skills and knowledge required to process simple cash and non-cash financial transactions in a range of theatre, cinema and event venue contexts. These fundamental skills are essential for many people in a frontline customer service role, but are particularly essential for box office personnel. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Employability skills	This unit contains employability skills.
Prerequisite units	This unit has strong linkages to the following units, and combined assessment and/or training is recommended: <ul style="list-style-type: none"> • CUEFOH08B Process incoming customer orders • SIRXSL001A Sell products and services.

Evidence Guide		
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.		
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment
<p>The following evidence is <u>critical</u> to the judgement of competence in this unit:</p> <ul style="list-style-type: none"> • ability to conduct accurate and secure financial transactions • ability to accurately balance transactions within acceptable organisational timeframes • knowledge of security procedures for handling cash and financial documents. 	<p>The assessment context <u>must</u> provide for:</p> <ul style="list-style-type: none"> • processing transactions on multiple occasions to ensure that skills can be consistently demonstrated • processing a variety of types of transactions, both cash and non-cash to ensure that skills cover all types and encompass the use of a range of financial equipment and documentation • processing transactions within typical workplace time constraints e.g.: serving a queue of customers waiting to pay for tickets. 	<p>Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:</p> <ul style="list-style-type: none"> • direct observation of the candidate processing financial transactions and balancing takings • review of reconciliation documentation prepared by the candidate • written or oral questions and tests to assess knowledge of cash and non-cash transactions • review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. <p>Assessment methods should closely reflect workplace demands and the needs of particular groups (eg people with disabilities, and people who may have literacy or numeracy difficulties such</p>

		Method of assessment cont/d
		<p>as speakers of languages other than English, remote communities and those with interrupted schooling).</p> <p>Assessment of this unit <u>requires</u> access to:</p> <ul style="list-style-type: none"> • legal tender • current industry and financial institution equipment used to process non-cash financial transactions, eg: credit card machines, cash registers/tills

<p>Required Skills and Knowledge</p> <p>This section describes the skills and knowledge <u>required</u> for this unit.</p>	
<p>Required skills</p> <ul style="list-style-type: none"> • basic numeracy skills sufficient to process transactions and reconcile takings • procedures for processing different types of transactions. 	<p>Required knowledge</p> <ul style="list-style-type: none"> • principles of the reconciliation/balancing process • the role and importance of the reconciliation/balancing process in the broader financial management context of the organisation • security procedures for handling cash and non-cash transactions documents • broad knowledge of GST and how it affects financial transactions and documents issued to customers.

Element	Performance Criteria	Range Statement
1 Process payments and receipts.	1.1 Receive and accurately check cash float using correct documentation where appropriate.	The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.
	1.2 Make up float to meet estimated selling requirements and maintain to ensure adequate cash change is available to customers.	
	1.3 Check cash <i>payments</i> received, give correct change and record sale as required.	<p><i>Payments</i> may be received by:</p> <ul style="list-style-type: none"> • cash • cheques • credit card • EFTPOS • foreign currency • money orders • prepaid vouchers • promotional vouchers • travellers cheques • vouchers. <p><i>Payments</i> may be received for:</p> <ul style="list-style-type: none"> • advanced ticket bookings • merchandise • programmes • tickets for the current performance/session/event • vouchers.
	1.4 Process and record non-cash transactions in accordance with organisational and financial institution procedures.	
	1.5 Prepare and issue accurate receipts, including all relevant tax details when required.	
	1.6 Use appropriate point of sale software, as required, to conduct transactions.	
	1.7 Conduct all transactions to meet organisational standards for speed and customer service.	

Element	Performance Criteria	Range Statement
2 Reconcile takings.	2.1 Balance all takings at the designated times in accordance with organisational policy.	
	2.2 Determine point of sale reading or print out, where appropriate or manually calculate sales.	
	2.3 Separate cash float from takings prior to balancing and secure both in accordance with organisational procedures .	Organisational procedures may relate to: <ul style="list-style-type: none"> • billing • cancellations • credit • exchanges/amendments • refunds.
	2.4 Count and calculate cash and non-cash payments accurately.	
	2.5 Balance the takings against the point of sale equipment readout or manually calculate sales and determine any discrepancies.	
	2.6 Investigate or report any discrepancies in the reconciliation , according to individual level of responsibility.	Reconciliation may use: <ul style="list-style-type: none"> • computerised point of sale terminals • electronic cash registers providing a print out of sales transactions • manual calculations.
	2.7 Record takings in accordance with organisational procedures.	
	2.8 Transport and present payments and float to the appropriate personnel in accordance with organisational security procedures .	Appropriate personnel may include: <ul style="list-style-type: none"> • cashier • front-of-house manager • supervisor. Security procedures may relate to: <ul style="list-style-type: none"> • handling customer claims of short change • hold up procedures • maintaining low levels of cash at point of sale • procedures for transporting cash from point of sale to cashier • process for storing cash and other financial documents • process for taking cash from customers • rules for when, where and how cash can be counted.