

<b>Training Package</b>	Tourism, Hospitality and Events (SIT07)/Retail Services (SIR07)		<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Apply point-of-sale handling procedures</b>		
<b>Unit code</b>	<b>Competency field</b>	<b>Sector</b>	<b>HSC Indicative Hours</b>
<b>SIRXCCS001A</b>	Client and Customer Service	Cross-Sector	<b>20</b>

<b>Unit descriptor</b>	This unit describes the performance outcomes, skills and knowledge required to operate point-of-sale equipment, apply store policy and procedures to a range of transactions, interact with customers, and package or wrap an item for transportation.
<b>Prerequisite units</b>	Nil
<b>Application of the unit</b>	This unit applies to frontline service personnel. It requires the team member to demonstrate the ability to operate a range of point-of-sale equipment in order to complete sales, returns and exchange transactions according to store policies, and process a number of methods of payment. It further requires the demonstrated ability to package and arrange transportation for goods where required.
<b>Employability Skills</b>	The required outcomes described in this unit contain applicable facets of Employability Skills. The <i>Employability Skills Summary</i> of the qualification in which this unit is packaged will assist in identifying Employability Skill requirements.

### Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<b>Context of and specific resources for assessment</b>	<b>Methods of assessment</b>	<b>Assessing Employability Skills</b>
<p>Evidence of the following is <u>essential</u>:</p> <ul style="list-style-type: none"> <li>consistently operates point-of-sale equipment according to manufacturer instructions and store policy and procedures</li> <li>consistently applies store policy and procedures in regard to cash handling and point-of-sale transactions</li> <li>interprets, calculates and records numerical information accurately</li> <li>processes sales transaction information responsibly and accurately according to store policies and procedures</li> </ul>	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> <li>a real or simulated work environment</li> <li>relevant documentation, such as: <ul style="list-style-type: none"> <li>stock, inventory and price lists</li> <li>financial transaction dockets and slips</li> <li>lay-by, credit and product return slips</li> <li>store policy and procedures manuals</li> </ul> </li> <li>a range of point-of-sale equipment.</li> </ul>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>observation of performance in the workplace</li> <li>a role play</li> <li>third-party reports from a supervisor</li> <li>customer feedback</li> <li>answers to questions about specific skills and knowledge</li> <li>review of portfolios of evidence and third-party workplace reports of on-the-job performance.</li> </ul>	<p>Employability Skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability Skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.</p>

<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d</b>		<b>Methods of assessment cont/d</b>	
<ul style="list-style-type: none"> <li>constantly applies store policy and procedures in regard to the handling, packing, wrapping and delivery of goods or merchandise.</li> </ul>		<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> <li>SIRXRSK001A Minimise theft</li> <li>SIRXCCS002A Interact with customers</li> <li>SIRXINV001A Perform stock control procedures</li> <li>SIRXFIN001A Balance point-of-sale terminal.</li> </ul>	

## Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- following set routines and procedures
- interpersonal communication skills to:
  - inform customers of delays
  - state price or total and amount of cash received
  - request adequate supplies of wrapping material or bags through clear and direct communication
  - ask questions to identify and confirm requirements
  - share information
  - use language and concepts appropriate to cultural differences
  - use and interpret 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 sales and delivery documentation
- numeracy skills in regard to rendering change.

The following knowledge must be assessed as part of this unit:

- store policy and procedures in relation to:
  - customer service
  - point-of-sale transactions
  - allocated duties and responsibilities
  - exchanges and returns
  - handling, packing and wrapping of goods or merchandise
- the range of services provided by the store
- stock availability
- relevant legislation and statutory requirements including:
  - Trade Practices Act and consumer law
  - industry codes of practice
  - OHS
- 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
- numeracy skills in regard to workplace functions:
  - addition
  - subtraction
  - multiplication
  - division
  - percentages
  - use of a calculator
- functions and procedures for operating point-of-sale equipment, including:
  - registers
  - numerical display board
  - calculators
  - electronic scales
  - scanners.

Element	Performance Criteria	Range Statement
1 Operate point-of-sale equipment	1.1 Operate <i>point-of-sale equipment</i> according to design specifications.	<p>The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <b><i>Bold italicised</i></b> wording in the Performance Criteria is detailed below.</p> <p><b><i>Point-of-sale equipment</i></b> may include:</p> <ul style="list-style-type: none"> <li>• cash register</li> <li>• cash drawer</li> <li>• scanner</li> <li>• EFTPOS terminal</li> <li>• electronic scales</li> <li>• security tagging</li> <li>• numerical display board.</li> </ul>
	1.2 Open and close point-of-sale terminal according to <i>store policy and procedures</i> .	<p><b><i>Store policy and procedures</i></b> in regard to:</p> <ul style="list-style-type: none"> <li>• operation of point-of-sale equipment</li> <li>• security</li> <li>• sales transactions</li> <li>• handling techniques of stock</li> <li>• financial transactions</li> <li>• cash handling.</li> </ul>
	1.3 Clear point-of-sale terminal and transfer tender according to store procedure.	
	1.4 Handle cash according to store security procedures.	
	1.5 Maintain supplies of change in point-of-sale terminal according to store policy.	
	1.6 Attend active point-of-sale terminals according to store policy.	
	1.7 Complete records for transaction errors according to store policy.	
	1.8 Maintain adequate supplies of docket, vouchers and <i>point-of-sale documents</i> .	<p><b><i>Point-of-sale documents</i></b> may include:</p> <ul style="list-style-type: none"> <li>• order forms</li> <li>• lay-by slips</li> </ul>

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> <li>• credit slips</li> <li>• product return slips</li> <li>• message pads</li> <li>• promotional materials.</li> </ul>
	1.9 Inform <i>customers</i> of delays in the point-of-sales operation.	<i>Customers</i> may include: <ul style="list-style-type: none"> <li>• new or repeat contacts</li> <li>• internal and external contacts</li> <li>• customers with routine or special requests</li> <li>• people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.</li> </ul>
2 Use numbers in the workplace	2.1 Accurately list a range of possible retail workplace <i>numerical problems</i> .	<i>Numerical problems</i> may include: <ul style="list-style-type: none"> <li>• calculations of cash amounts and change</li> <li>• addition and subtraction</li> <li>• multiplication and division</li> <li>• percentages</li> <li>• measurement</li> <li>• estimation of quantities.</li> </ul>
	2.2 Collect numerical information from various sources and calculate accurately with or without the use of a calculator.	
3 Perform point-of-sale transactions	3.1 Complete <i>point-of-sale transactions</i> according to store policy.	<i>Point-of-sale transactions</i> may include: <ul style="list-style-type: none"> <li>• EFTPOS</li> <li>• cheques</li> <li>• travellers cheques</li> <li>• credit cards and store cards</li> <li>• smart cards</li> <li>• lay-by</li> <li>• returns</li> <li>• exchanges</li> <li>• gift vouchers.</li> </ul>
	3.2 Identify and apply store procedures in respect of cash and non-cash transactions.	
	3.3 Identify and apply store procedures in regard to exchanges and returns.	

Element	Performance Criteria	Range Statement
	3.4 Move goods through point-of-sale area efficiently and with attention to fragility and packaging. 3.5 Accurately enter information entered into point-of-sale equipment. 3.6 State price or total and amount of cash received verbally to customer. 3.7 Tender correct change.	
4 Complete sales	4.1 Complete customer order forms, invoices and receipts accurately. 4.2 Accurately identify and process customer delivery requirements according to set timeframes. 4.3 Process sales transactions or direct customers to point-of-sale terminals according to store policy without undue delay.	
5 Wrap and pack goods	5.1 Maintain/request adequate supplies of <i>wrapping and packaging materials</i> . 5.2 Select appropriate wrapping or packaging material. 5.3 Wrap merchandise neatly and effectively where required. 5.4 Pack items safely to avoid damage in transit, and attach labels where required.	<b><i>Wrapping and packaging materials</i></b> may include: <ul style="list-style-type: none"> <li>• boxes</li> <li>• bags</li> <li>• paper</li> <li>• bubble wrap</li> <li>• gift wrapping</li> <li>• adhesive tape</li> <li>• ribbon</li> <li>• string.</li> </ul>

Element	Performance Criteria	Range Statement
	5.5 Arrange transfer of merchandise for parcel pick-up or other <i>delivery methods</i> if required.	<p><i>Delivery methods</i> may include:</p> <ul style="list-style-type: none"> <li>• parcel pick-up</li> <li>• post or express post</li> <li>• courier</li> <li>• freight</li> <li>• domestic or international delivery.</li> </ul>