Title: Balance Register/Terminal

Unit Code: WRRF1B

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.

<table>
<thead>
<tr>
<th>Element Of Competency</th>
<th>Performance Criteria</th>
<th>Underpinning Skills and Knowledge</th>
<th>Evidence Requirements</th>
<th>HSC Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Remove takings from register/terminal</td>
<td>1.1 Register/terminal balance performed at designated times according to store policy and procedures.</td>
<td>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.</td>
<td>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 handling cash and removing takings from register/terminal. • Consistently applies store policies and procedures in regard to handling cash and removing takings from register/terminal. • Processes documentation/records responsibly and according to store policies and procedures. • Reconciles takings according to store policies and procedures.</td>
<td>Learning experiences for the HSC must include the opportunity to develop the specified competencies in relation to: • cash register – manual and electronic • cash float procedures • non-cash transactions – credit cards, cheques, lay-by, refunds • reconcile cash and non-cash documents - cash counted accurately • balancing a register/terminal – cash counted accurately • general store policies and procedures in regard to security at point of sale</td>
</tr>
<tr>
<td>1.2 Cash float separated from takings prior to balancing procedure and secured according to store policy.</td>
<td>1.3 Change supplied to register/terminal according to store policy.</td>
<td>1.4 Register/terminal reading or print out accurately determined.</td>
<td>1.5 Cash and non-cash documents removed and transported according to store security policies and procedures.</td>
<td></td>
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Key terms and concepts: • cash float • non-cash transactions • cash denominations • balance • cheques • credit cards • hire purchase • store accounts
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| 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. | - change required and denominations of change  
- EFTPOS/credit cards  
- gifts vouchers/lay-by  
- credits and returns | Skills in:  
- completing tasks to 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. |
RANGE OF VARIABLES

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 (COD)
  - customer refunds
  - customer credit ratings

• Register/terminals may be cleared by:
  - operator
  - specialist staff
  - at intervals during or at close of trading.
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
WRRI1B 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.

Related learning for the HSC
Delivery of this unit may be integrated with other units including:
- WRRLP2B Minimise theft
- WRRCS2B Apply point of sale handling procedures
- WRRCS3B Interact with customers
- WRRI1B Perform stock control procedures

Students may draw on skills and knowledge developed in other studies to achieve competency in this unit. These could include:
- Business Studies
- Mathematics

Assessment of competency for this unit must conform to the requirements set out in the Evidence Guide.
### 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

### Resources that may be used in training and assessment for this unit:
- Board of Studies – Retail Support Document
- National Retail Training Materials – Certificate II in Retail Operations – Curriculum Module RET 012 – Balance the Register/Terminal
- National Retail Training Materials – Learners Guide – Balance the Register/Terminal
- National Retail Training Materials – Guide to Assessment Activities
- Materials developed by Registered Training Organisations
- Store policy and procedure manuals
- Various commercially produced materials
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.

<table>
<thead>
<tr>
<th>Key Competency</th>
<th>Example of Application</th>
<th>Performance Level</th>
</tr>
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<tbody>
<tr>
<td>How can communication of ideas and information be applied?</td>
<td>Errors in readings may need to be communicated to relevant personnel.</td>
<td>1</td>
</tr>
<tr>
<td>How can information be collected, analysed and organised?</td>
<td>Counting cash and non-cash documents and balancing readings requires information to be collected, analysed and organised.</td>
<td>1</td>
</tr>
<tr>
<td>How are activities planned and organised?</td>
<td>Reconciling takings requires activities to be planned and organised.</td>
<td>1</td>
</tr>
<tr>
<td>How can team work be applied?</td>
<td>Team work may be required when establishing individual and store department takings.</td>
<td>1</td>
</tr>
<tr>
<td>How can the use of mathematical ideas and techniques be applied?</td>
<td>Mathematical ideas and techniques will be required when balancing register/terminal.</td>
<td>1</td>
</tr>
<tr>
<td>How can problem-solving skills be applied?</td>
<td>Problem-solving skills will be applied when balancing register/terminal reading and sum of cash and non-cash transactions.</td>
<td>1</td>
</tr>
<tr>
<td>How can the use of technology be applied?</td>
<td>The use of technology will be applied through using the register/terminal.</td>
<td>1</td>
</tr>
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