<table>
<thead>
<tr>
<th>Training Package</th>
<th>Retail</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title:</strong></td>
<td><strong>Apply Point of Sale Handling Procedures</strong></td>
</tr>
<tr>
<td>Unit Code</td>
<td><strong>WRRCS.2A</strong></td>
</tr>
<tr>
<td>Unit Descriptor</td>
<td>This unit involves operations at the point of sale area. It encompasses procedures for use of point of sale equipment and for completing a sales transaction.</td>
</tr>
<tr>
<td>Skill Area</td>
<td>Service</td>
</tr>
<tr>
<td>Phase</td>
<td>B</td>
</tr>
<tr>
<td>HSC Indicative Hours:</td>
<td>20</td>
</tr>
<tr>
<td>Element Of Competency</td>
<td>Performance Criteria</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| CS.2.1 Operate Point of Sale Equipment | • Point of sale equipment operated according to design specifications.  
• Point of sale terminal opened and closed according to store procedure.  
• Point of sale terminal cleared and tender transferred according to store procedures.  
• Cash handled according to store security procedures.  
• Supplies of change in point of sale terminal maintained according to store policy.  
• Active point of sale terminals attended according to store policy.  
• Records completed for transaction errors according to store policy.  
• Adequate supplies of docket, vouchers and point of sale documents maintained.  
• Customers informed of delays in the point of sale operation. | The following knowledge, understanding and skills are essential to perform work to the required standard in this unit.  
Operational knowledge of store policies and procedures, in regard to:  
• customer service  
• point of sale procedures/transactions  
• allocated duties and responsibilities  
• processing information.  
Knowledge of:  
• range of services provided by the store  
• stock availability  
Basic operational knowledge of relevant  
• legislation and statutory requirements, incl. consumer law  
• industry codes of practice, including:  
  − Supermarket Scanning Code  
  − Jewellery and Timepieces Industry Code. | Evidence of the following knowledge and skills is considered essential to demonstrate competency in this unit:  
• consistently operating Point of Sale equipment according to manufacturers’ instructions and store policies and procedures  
• consistently applying store policies and procedures in regard to cash handling and point of sale transactions, according to the range of variables.  
• processing sales transaction information responsibly and accurately according to store policies and procedures  
• consistently applying store policies and procedures in regard to the handling, packing and wrapping of goods/merchandise. | Evidence of the following knowledge and skills is considered essential to demonstrate competency in this unit:  
• correct operation of contemporary point of sale equipment including point of sale terminal (POST)/cash register, scanners, scales, EFTPOS terminal, and imprint machine according to design specifications and common best practice  
• legislative/statutory requirements including consumer rights and industry codes of practice  
• opening and closing procedures  
• cash and non-cash transactions including EFTPOS, credit cards, cheques, customer accounts, lay-by, gift vouchers, returns, credit notes  
• handling cash and maintaining a float  
• accommodating customer needs  
• documentation including cash float records, sales docket, credit card vouchers, customer return slips, invoices, lay by docket, credit notes, delivery docket, order forms, cash refunds, delivery docket |
<table>
<thead>
<tr>
<th>Title: Apply Point of Sale Handling Procedures</th>
<th>Element of Competency</th>
<th>Performance Criteria</th>
<th>Underpinning Skills and Knowledge</th>
<th>Evidence Requirements</th>
<th>HSC Indicative Hours: 20</th>
</tr>
</thead>
</table>
| | CS.2.2 | Perform Point of Sale Transactions | • Point of sale transactions completed according to store policy.  
• Store procedures identified and applied in respect of cash and non-cash transactions, eg EFTPOS, credit card, cheque and lay-by, gift vouchers.  
• Store procedures identified and applied in regard to exchanges and returns.  
• Goods moved through point of sale area efficiently and with attention to fragility and packaging.  
• Information entered into point of sale equipment accurately.  
• Price/total/amount of cash received stated verbally to customer.  
• Correct change tendered. | Operational skills and techniques in:  
• questioning/listening  
• verbal and non verbal communication  
• following set routines and procedures  
• dealing with different types of transactions  
• wrapping and packing techniques  
• store bag checking procedures  
• merchandise handling techniques  
Knowledge of 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 terminal  
• recording takings  
• security of cash and non-cash transactions  
• change required and denominations of change  
• EFTPOS / credit cards  
• gift vouchers  
• lay-by  
• credits, credit notes and returns  
• cheques/travellers cheques  
• customer accounts  
• COD | • wrapping, packaging and after sale services  
|  |  |  |  | Key terms and concepts  
• functions of point of sale terminals and other point of sale equipment  
• enterprise policies/protocols for point of sale procedures  
• transaction, POST, EFTPOS, PIN, scanner, bar code, credit cards, cheque, gift voucher, lay by, customer account  
• documentation including cash float records, sales dockets, credit card vouchers, customer return slips, invoices, lay-by dockets, credit notes, delivery dockets, order forms, cash refunds, delivery dockets | |
| | CS.2.3 | Complete Sales | • Customer order forms, invoices, receipts completed accurately.  
• Customer delivery requirements identified and processed accurately, without undue delay.  
• Sales transactions processed without undue delay or customers directed to point of sale terminals according to store policy. |  |  |
|  |  |  |  |  | |
|  |  |  |  |  | |
|  |  |  |  |  | |

Retail Curriculum Framework  
WRRCS.2A  
July 1999  
Page 3 of 7
<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>
</table>
| CS.2.4 Wrap and Pack Goods | • Adequate supplies of wrapping material or bags maintained/requested.  
• Appropriate packaging material selected.  
• Merchandise wrapped neatly and efficiently where required.  
• Items packed safely to avoid damage in transit, and labels attached where required.  
• Transfer of merchandise for parcel pick-up or other delivery methods arranged if required. | Knowledge of the functions and procedures for operating Point of Sale equipment, including:  
• registers  
• numerical display boards  
• calculators  
• electronic scales  
• scanners  
• EFTPOS / credit cards  
• lay by  
• credits and returns  
• cheques/travellers cheques  
• customer accounts  
• COD | Literacy skills in regard to written sales and delivery documentation.  
Numeracy skills in regard to handling cash. | 20 |

Range of Variables

The range of variables statement provides details of the scope of the elements and performance criteria to allow for differences within enterprises and workplaces, including practices, knowledge and requirements. The range of variables also provides a focus for assessment and relates to the unit as a whole.

The following variables may be present:

- Store policies and procedures in regard to operation of point of sale equipment, security and sales transactions.
- Store facilities in regard to customer service.
- Size, type and location of store.
- Store merchandise range including size and weight.
- Store services range.
- Regular and new customers.
- Customers may include people from a range of social, cultural and ethnic backgrounds and physical and mental abilities.

- Point of sale equipment may be manual or electronic.
- Point of sale transactions may include cash or non-cash transactions including EFTPOS, cheques, credit cards, smart cards, lay-by, credits and returns and gift vouchers.
- Wrapping techniques may vary according to merchandise range.
- Levels of staffing, eg staff shortages.
- Varying levels of staff training.
- Routine or busy trading conditions.
- Full-time, part-time or casual staff.
- Customers with routine or special requests.
- Handling techniques may vary according to stock characteristics and industry codes of practice.
- Bag checking procedures.
**Title:** Apply Point of Sale Handling Procedures

**Method and Context of Assessment**

This section should be read in conjunction with the Qualifications, Section 3.4 and the Assessment guidelines, Section 3 of the National Retail Training Package.

What assessment is appropriate, what evidence should be gathered, how competence is required to be demonstrated and where assessment (on job, off job) should be undertaken for this unit are set out below:

Competency is demonstrated by performance of all stated criteria according to the range of variables applicable to the workplace.

Evidence should be gathered attesting to the achievement of competence by the candidate to the standard required for each element and unit of competency.

Evidence is best gathered using the products, processes and procedures of the individual workplace context as the means by which the candidate achieves retail industry competencies.

In order to ensure consistency of performance, evidence should be collected over a set period of time that is sufficient to include dealings with an appropriate range and variety of retail situations.

Elements of competency contain both theoretical and practical components. The theoretical components may be assessed off the job. The practical components should be assessed either in a work or simulated work environment.

Assessment activities may also include written or verbal short answer testing, multiple-choice testing, practical exercises, role plays, research/project work or observation of practical demonstration.

**Unit Assessment**

Evidence is most relevant when provided through a holistic assessment activity which integrates the elements of competency for each unit.

The unit assessment activity will require the candidate to gather evidence of ability to:
- apply knowledge and skills which underpin the process required to demonstrate competence, including the appropriate key competencies
- integrate knowledge and skills critical to demonstrating competence in this unit.

In the activity for CS.2: Apply Point of Sale Handling Procedures, the candidate will demonstrate the ability to solve common problems which may occur during the performance of a range of point of sale transactions according to store policies and procedures.

Unit assessment exemplars are available in the Guide to Assessment Activities for Certificate II in Retail Operations.
Title: Apply Point of Sale Handling Procedures

Interdependent Assessment of Units (Integrated Competency Assessment)

The pattern and selection of units of competency for the Certificate II in Retail Operations are set out in the Qualifications, Section 3.4 of the National Retail Training Package.

To facilitate the assessment process within each qualification, units of competency have been grouped into phases of inter-related units. Each phase is assessed through an Integrated Competency Assessment activity to assure that appropriate holistic assessment occurs for each group of inter-related units of competency.

Unit CS.2: Apply Point of Sale Handling Procedures is a Phase B unit within Certificate II in Retail Operations. All Phase B units are essential. The other Phase B Units are:

<table>
<thead>
<tr>
<th>Unit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LP.2</td>
<td>Minimise Theft</td>
</tr>
<tr>
<td>CS.3</td>
<td>Interact With Customers</td>
</tr>
<tr>
<td>I.1</td>
<td>Perform Stock Control Procedures</td>
</tr>
<tr>
<td>F.1</td>
<td>Balance the Register/Terminal</td>
</tr>
</tbody>
</table>

Each Integrated Competency Assessment activity is based on a theme that focuses the assessment on those aspects of the phase considered to be most critical for competent workplace performance.

When each unit of competency in Phase A has been completed the candidate will undertake an Integrated Competency Assessment based on the theme Protecting the Store Against Loss.

The Integrated Competency Assessment activity will require the candidate to:

- apply the skills and knowledge which underpin the process required to demonstrate competency in the workplace, including the appropriate key competencies
- integrate the most critical aspects of the phase for which workplace competency must be demonstrated.

The assessment will integrate those aspects of Unit CS.2 Apply Point of Sale Handling Procedures that are critical to the theme of Protecting the Store Against Loss including customers, money and stock.

The evidence should be gathered during learning and assessment activities for each unit of competency within Phase B.

Integrated Competency Assessment exemplars are available in the Guide to Assessment Activities for Certificate II in Retail Operations.

HSC Indicative Hours: 20

Related learning for the HSC

Delivery of this unit may be integrated with other units including:

- WRRLP.2: Minimise Theft
- WRRCS.3: Interact With Customers
- WRRI.1: Perform Stock Control Procedures
- WRRF.1: Balance the Register/Terminal

and other related units in Phases A and C.

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

- English
- Mathematics
- Work Studies
- Legal Studies

Assessment of competency for this unit must conform to the requirements set out in the Evidence Guide.
Title: Apply Point of Sale Handling Procedures

Resource Implications

This refers to the resources that are necessary for undertaking the assessment.

All resources must be provided for the assessment. If workplace based, the resources should relate specifically to store policies, procedures and range of stock and equipment. If an off the job or simulated work environment is used then resources should be generic and be applicable to a wide variety of stores/work environments. Resources may include:

- a real or simulated retail environment
- relevant documentation, such as:
  - financial transaction dockets/slips
  - stock/inventory/price lists
  - store policy and procedure manuals
- a range of Point of Sale equipment and materials
- qualified workplace assessor.

Key Competencies

<table>
<thead>
<tr>
<th>Collect, Analyse, and Organise Information</th>
<th>Communicate Ideas and Information</th>
<th>Plan and Organise Activities</th>
<th>Work with Others and in Teams</th>
<th>Use Mathematical Ideas and Techniques</th>
<th>Solve Problems</th>
<th>Use Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

HSC Indicative Hours: 20

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 009 – Apply Point of Sale Handling Procedures
- National Retail Training Materials – Learners Guide – Apply Point of Sale Handling Procedures
- National Retail Training Materials – Guide to Assessment Activities
- Equipment manufacturers’ manuals
- Relevant legislation and regulations including consumer legislation and industry codes of practice
- Materials developed by consumer organisations and government agencies
- Store manuals/policy statements
- Materials developed by Registered Training Organisations
- Various commercially produced materials