

Accreditation : This Module is a Nationally Accredited Course
Title : **SIRXCCS001A – APPLY POINT-OF-SALE HANDLING PROCEDURES**
Field Of Study : **Sales**

What is this course all about?

This unit involves the 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.

When you have finished this course you should be able to demonstrate your ability to:

Operate point-of-sale equipment– SIRXCCS001A/01

- ❑ Operate point-of-sale equipment according to design specifications.
- ❑ Open and close point-of-sale terminal according to store policy and procedures.
- ❑ Clear point-of-sale terminal and transfer tender according to store procedure.
- ❑ Handle cash according to store security procedures.
- ❑ Maintain supplies of change in point-of-sale terminal according to store policy.
- ❑ Attend active point-of-sale terminals according to store policy.
- ❑ Complete records for transaction errors according to store policy.
- ❑ Maintain adequate supplies of dockets, vouchers and point-of-sale documents.
- ❑ Inform customers of delays in the point-of-sale operation.

Use numbers in the workplace – SIRXCCS001A/02

- ❑ Accurately list a range of possible retail workplace numerical problems.
- ❑ Collect numerical information from various sources and calculate accurately with or without the use of a calculator

Perform point-of-sale transactions – SIRXCCS001A/03

- ❑ Complete point-of-sale transactions according to store policy.
- ❑ Identify and apply store procedures in respect of cash and non-cash transactions.
- ❑ Identify and apply store procedures in regard to exchanges and returns.
- ❑ Move goods through point-of-sale area efficiently and with attention to fragility and packaging.
- ❑ Accurately enter information entered into point-of-sale equipment.
- ❑ State price or total and amount of cash received verbally to customer.

- ❑ Tender correct change.

Complete sales – SIRXCCS001A/04

- ❑ Complete customer order forms, invoices and receipts accurately.
- ❑ Accurately identify and process customer delivery requirements according to set timeframes.
- ❑ Process sales transactions or direct customers to point-of-sale terminals according to store policy without undue delay.

Wrap and pack goods– SIRXCCS001A/05

- ❑ Maintain and request adequate supplies of wrapping and packaging materials.
- ❑ Select appropriate wrapping or packaging material.
- ❑ Wrap merchandise neatly and effectively where required.
- ❑ Pack items safely to avoid damage in transit, and attach labels where required.
- ❑ Arrange transfer of merchandise for parcel pick-up or other delivery methods if required

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Frontline sales staff

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ 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.
- ❑ 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

What Recognition will you achieve?

Where a demonstrated competency has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on www.matrixtraininggroup.com/downloads.php in order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.