

Accreditation : This Module is a Nationally Accredited Course
Title : **WRRCS2B – APPLY POINT OF SALE HANDLING PROCEDURES**
Field Of Study : **CUSTOMER SERVICE / SALES**

What is this course all about?

This unit encompasses the skills, knowledge and attitudes required at the point of sale in any retail store. It includes operating the point of sale equipment, applying store policies and procedures to a range of transactions, dealing appropriately with the customer and packing or wrapping the item for transportation.

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

Operate point of sale equipment - WRRCS2B/01

- 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 procedure.
- 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.
- Adequate supplies of dockets, vouchers and point of sale documents maintained.
- Customers informed of delays in the point of sales operation

Perform point of sale transactions - WRRCS2B/02

- Point of sale transactions completed according to store policy.
- Store procedures identified and applied in respect of cash and non-cash transactions.
- 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.

Complete sales - WRRCS2B/03

- ❑ 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.

Wrap and pack goods - WRRCS2B/04

- ❑ Adequate supplies of wrapping material or bags maintained/requested.
- ❑ Appropriate packaging material selected.
- ❑ Merchandise wrapped neatly and effectively 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.

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

- ❑ Managers /Supervisors
- ❑ Team leaders
- ❑ Administration
- ❑ Sales / Customer Services Staff / Operations Staff

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

Competency in this unit requires evidence that, you the candidate: -

- ❑ Consistently operates point of sale equipment according to manufacturer's instructions and store policies and procedures.
- ❑ Consistently applies store policies and procedures in regard to cash handling and point of sale transactions;
- ❑ Processes sales transaction information responsibly and accurately according to store policies and procedures;
- ❑ Constantly applies store policies and procedures in regard to the handling, packing and wrapping of goods/merchandise;

Store policies and procedures, in regard to:

- ❑ customer service;
- ❑ point of sale transactions;
- ❑ allocated duties and responsibilities;
- ❑ exchanges and returns;
- ❑ handling, packing and wrapping of goods/merchandise;

- ❑ The range of services provided by the store;
- ❑ Stock availability;

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;
- ❑ 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

Skills in:

- ❑ Following set routines and procedures;
- ❑ Verbal and non verbal communication;
- ❑ Questioning and active listening;
- ❑ Dealing with different types of transactions;
- ❑ Wrapping and packing techniques;
- ❑ Store bag checking procedures;
- ❑ Merchandise handling techniques.

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Trade Practices Act;
- ❑ consumer law;
- ❑ industry codes of practice;
- ❑ occupational health and safety;

What Recognition will you achieve?

Where demonstrated competencies have 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. A certificate will be issued upon successful completion of this module.

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.

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) 9854-6124 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.