

CREDIT TRANSFER – RPL - APPLICATION & NOTIFICATION



C3SP-REC MOD 9 /C3 FITNESS MOD 14: CUSTOMER SERVICE-POS

Student Details: Student Details

Family Name		Given Name (s)	
Date of Birth	Title (Mr, Mrs, Miss, Ms, Other)	Gender (M) Male or (F) Female	
Address (Number & Street)			
Suburb or Town	Student No:		
Home Phone No	Mobile Phone No	Work Phone No.	
Email Address			

Course Title Course Title and Code

Course Title	Course Code
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MODULES Modules/Units of Competency upon which Credit Transfer / RPL application is based

Module Name	Year	Training Sense Code	Training Sense Module Title	CT	RPL	Recommended	Not Recommended	Date
		BSBCMN206A	Organise workplace information					
		BSBCMN305A	Process and maintain workplace information					
		ICAITU006C	Operate Computing Packages					
		ICAITU131A	Operate a Database Application					
		SRCCRO003B	Apply point of sale handling procedures in a recreation setting					
		WRRCS2B	Apply point of sale handling procedures					
		BSBCMN305A	Process and maintain workplace information					

I hereby declare that the information entered on this form and any attachments is true and correct Students Signature Date:	RPL Assessor Name: RPL Assessor Signature Date:
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PLEASE ATTACH EVIDENCE OF QUALIFICATIONS TO THE BACK OF THIS APPLICATION:

THIRD PARTY WORKPLACE REPORT

Candidate's name (Insert your name in the space provided)	
Employer	
Module No Cluster Name	C3 FIT MODULE 14-CUSTOMER SERVICE-POS C3 SPORT & RECREATION MODULE 9-CUSTOMER SERVICE-POS
Unit of Competency/Competencies	<i>SRCCRO003B - Apply point of sale handling procedures in a recreation setting</i> <i>ICAITU006C - Operate Computing Packages</i> <i>BSBCM206A - Process and maintain workplace information</i> <i>BSBCM305A Organise workplace information</i> <i>ICAITU131A-Operate a database application</i> <i>WRRCS2B Apply point of sale handling procedures</i>

Please Note:

At the completion of the Assessments & Quiz, this Third Party Report is to be presented to the Employer, and signed off by both Employer and Trainee. It is a Record, that Competency has been met in the Workplace.

This completed Third Party report is to be faxed to Training Sense on 03 7777 7777. This is an essential part of the final assessment and determination of competency for satisfactory completion of this module.

At the completion of this competency, candidates should be able to:

SRCCRO003B - Apply point of sale handling procedures in a recreation setting

- Prepare for point of sale transactions
- Perform point of sale transactions
- Complete point of sale transactions
- Reconcile takings

Assessment must confirm the ability integrated demonstration of all elements of competency and their performance criteria, in particular the ability to:

- consistently operate point of sale equipment according to manufacturer's instructions and organisation's policies and procedures
- consistently apply organisation's policies and procedures in regard to cash handling and point of sale transactions, according to range of variables
- process sales transaction information responsibly and accurately according to organisation's policies and procedures
- process documentation/records responsibly and according to organisation policies and procedures
- reconcile point of sale takings according to organisation's policies and procedures

ICAITU006C - Operate Computing Packages

- Use appropriate software
- Access, retrieve and manipulate data
- Access and use help
- Use keyboard and equipment

- Assessment must confirm the ability to produce several workplace documents utilising a minimum of three different functional desktop applications. Within each desktop application a wide range of features are utilised.

BSBCMN206A - Process and maintain workplace information

Collect information
Process workplace information
Maintain information systems

Assessment must confirm the ability in the:

- Application of organisational policies and procedures for collecting and processing workplace information
- Maintains accuracy in recording and documenting information
- Correct storage and classification of documents
- Maintenance of information records

BSBCMN305A Organise workplace information

Collect and assess information
Organise information
Review information needs

Assessment must confirm the ability

- Providing accurate information for defined purposes
- Maintaining and handling data and documents systematically
- Checking and reviewing data for relevance and accuracy
- Presenting information and data clearly
- Identifying and complying with organisational requirements
- Using business technology to manage information

ICAITU131A-Operate a database application

Create a database
Customise Basic Settings
Create Reports
Create forms
Retrieve information

Assessment must confirm the ability to design and develop a simple database using a standard database package the candidate must add data, use queries, create forms and reports

WRRCS2B Apply point of sale handling procedures

Operate point of sale equipment
Perform point of sale transactions
Complete sales
Wrap and pack goods

Competency in this unit requires evidence that 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.

Please Note:

Can the candidate:	Yes	No
SRCCRO003B - Apply point of sale handling procedures in a recreation setting WRRCS2B Apply point of sale handling procedures		
Open and close point of sale according to organisation policies and procedures	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Maintain supplies of change at point of sale according to organisation policies and procedures	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Maintain adequate supplies of dockets, vouchers and point of sale documents	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Complete point of sale transactions according to organisation policy	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify and apply organisation policies and procedures in respect of point of sale transactions, eg, EFTPOS, credit cards, cheques, lay-by and gift vouchers	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Handle cash according to organisation security procedure	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identify and apply organisation policies and procedures in regard to discounts, exchanges and refunds	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Operate point of sale equipment, register/terminal according to design specifications	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Enter information into point of sale equipment accurately	YES <input type="checkbox"/>	NO <input type="checkbox"/>
State price/total/amount of cash received verbally to client	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Tender correct change	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Complete records for transaction errors according to organisation policies and procedures	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Complete accurate client receipts	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Process sales transactions without undue delay	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Remove cash and non-cash documents from point of sale and transport according to organisation policies and procedures regarding security	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Separate cash float from takings prior to balancing procedure and secure according to organisation policies and procedures	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Accurately count cash	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Calculate accurately non-cash transaction documents	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Determine accurately balance between point of sale reading and sum of cash and non-cash transactions	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Record accurately records for point of sale takings and according to organisation policies and procedures and work environments	YES <input type="checkbox"/>	NO <input type="checkbox"/>
BSBCMN206A - Process and maintain workplace information		
Collection of information is timely and relevant to organisational needs	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Business equipment/technology available in the work area is used to obtain information effectively	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Organisational requirements relating to security and confidentiality are applied to information handling	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Business equipment/technology is used to process information in accordance with organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Information is processed in accordance with defined timeframes, guidelines and procedures	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Information is updated, modified and filed in accordance with organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Information is collated and despatched in accordance with specified timeframes and organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Information and filing systems are maintained in accordance with organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Inactive or dead files are identified, removed and/or relocated in accordance with organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
New files are established and assembled in accordance with organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Reference and index systems are updated in accordance with organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
ICAITU006C - Operate Computing Packages		
Requirements of task are identified	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Appropriate software is selected to perform task	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Software is used to produce required outcome using a range of features and functions	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Documents are saved and stored in appropriate directories	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Software application is opened	YES <input type="checkbox"/>	NO <input type="checkbox"/>
File is accessed and is amended according to requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Documents are produced to meet organizational requirements in a manner that incorporates OH&S practices	YES <input type="checkbox"/>	NO <input type="checkbox"/>
File is saved in appropriate directory	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Applications are exited without loss of data	YES <input type="checkbox"/>	NO <input type="checkbox"/>
On line help is accessed and used to overcome basic difficulties with applications	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Manuals and training booklets are used to solve minor problems	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Occupational Health and Safety regulations are followed for correct posture, lighting and length of time in front of computer	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Keyboarding is carried out according to organization guidelines on speed and accuracy	YES <input type="checkbox"/>	NO <input type="checkbox"/>
BSBCM305A Organise workplace information		
Collect and assess information	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Organise information	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Review information needs	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Providing accurate information for defined purposes	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Maintaining and handling data and documents systematically	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Checking and reviewing data for relevance and accuracy	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Presenting information and data clearly	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Identifying and complying with organisational requirements	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Using business technology to manage information	YES <input type="checkbox"/>	NO <input type="checkbox"/>
ICAITU131A-Operate a database application		
Create a database	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Customise Basic Settings	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Retrieve information	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Add data,	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Use queries,	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Create forms	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Create reports	YES <input type="checkbox"/>	NO <input type="checkbox"/>

All three parties listed below need to sign below to confirm that the trainee has met the Competencies of the Module. Please sign off below in the table.

The candidate's has met the standard required in demonstrating these competencies in the workplace.		YES <input type="checkbox"/>	NO <input type="checkbox"/>
	Name:	Signature	Date.
Employers Name			
Candidate's Name			

Office Use only:		Office Use only:	
The Candidate has met the academic (knowledge) requirements of the module:		Competent <input type="checkbox"/> Date of completion/...../ 200.....	
Comments/ Observations/ Future direction:			
Not yet Competent <input type="checkbox"/>/...../ 2.....			
	Name:	Signature	Date.
Assessor Name			