

Unit mapping

KQ: Knowledge questions

KQ

PA

PA: Practical assessment – Task (T), Workplace Skills (WS)

Elements and performance criteria

E 1 Process customer payments

PC 1.1	Receive, check and record cash float	Q 1.4	T 2a-e
PC 1.2	Check customer payments against sale value	Q 1.5 Q 1.6	T 3a-c
PC 1.3	Process and record transactions according to organisational procedures	Q 1.7 Q 1.9 Q 1.10	T 3d WS 1
PC 1.4	Provide correct change for cash payments	Q 1.12 Q 1.13 Q 1.14	T 3f
PC 1.5	Prepare and issue accurate receipts including all relevant tax details	Q 1.15 Q 1.16 Q 1.17 Q 1.18	T 3g
PC 1.6	Complete transactions using appropriate software applications in line with organisational speed and customer service requirements	Q 1.19 Q 1.20 Q 1.21	T 3a-j WS 3

E 2 Reconcile takings

PC 2.1	Balance customer payments at designated time according to organisational policy	Q 2.1 Q 2.2 Q 2.3	T 4a-j WS 2
PC 2.2	Separate cash floats from takings prior to balancing	Q 2.6	T 4b
PC 2.3	Determine point-of-sale records of customer payments	Q 2.7 Q 2.8	T 4f
PC 2.4	Accurately count and calculate customer payments	Q 2.9	T 4d
PC 2.5	Balance cash and other payments with point-of-sale records	Q 2.10	T 4f
PC 2.6	Report discrepancies in the reconciliation	Q 2.11 Q 2.12 Q 2.13	T 4g
PC 2.7	Record takings according to organisational procedures	Q 2.14	T 4h
PC 2.8	Secure cash floats, cash and other payments according to organisational security procedures	Q 2.15 Q 2.16	T 4c T 4i T 4j WS 1

Knowledge evidence

KE 1	Types of financial transactions that commonly take place in tourism, travel, hospitality and event organisations:	
	▪ payments	Q 1.8 Q 1.10
	▪ deposits	Q 1.8 Q 1.10
	▪ refunds	Q 1.8
	▪ split billing	Q 1.8
	▪ vouchers	Q 1.8 Q 1.10
KE 2	Methods for accepting payments:	
	▪ cash	Q 1.1 Q 1.10 Q 1.12 Q 1.13 Q 1.14
	▪ electronic	Q 1.2 Q 1.3 Q 1.10
KE 3	Procedures for processing and recording different types of transactions:	
	▪ complying with financial institution documents and procedures	Q 2.7 Q 2.19
	▪ process for taking payment and providing receipts and invoices to customers:	
	– electronic	Q 1.10
	– cash	Q 1.10 Q 1.12 Q 1.13 Q 1.14
	– handling customer claims of short change	Q 1.14
	▪ securing credit card authorisations	Q 1.10
	▪ managing petty cash	Q 1.11
KE 4	Features and functions of point-of-sale software	Q 1.19

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KE 5	Role and importance of the reconciliation process to organisational financial management system:	Q 2.4	
	▪ processes for completing reconciliation records	Q 2.5 Q 2.7 Q 2.11	
	▪ designated times for completing reconciliations	Q 2.2 Q 2.3	
KE 6	Security procedures for securing cash floats, cash and other payments:		
	▪ how and where large sums of cash should be counted	Q 2.9	
	▪ maintaining low levels of cash in tills	Q 2.19 Q 2.20	
	▪ obtaining receipts or sign-off for takings handed over to financial personnel	Q 2.16	
	▪ separating and securing cash floats	Q 2.6	
	▪ transporting takings to back-office areas and internal cashiers	Q 2.16	
	▪ transporting takings to the bank and obtaining receipts or sign-off	Q 2.17	
	▪ securing takings in the event of a hold-up	Q 2.18	
KE 7	Products and services that attract GST	Q 1.17	

Performance evidence

PE 1	Process at least six different financial transactions using at least three different types of financial transactions listed in the knowledge evidence		T 3a-i WS 1
PE 2	Process each of the above financial transactions:		
	▪ in line with security and other relevant procedures		T 3a-i WS 1
	▪ in a logical sequence		T 3a-i WS 3
	▪ within customer time constraints		T 3a-i WS 4
PE 3	Complete reconciliations of three different work or service periods within designated timelines		T 3a-i T 4a-j WS 1 WS 2

Foundation skills

FS 1	Reading skills to: <ul style="list-style-type: none"> ▪ interpret organisational procedures for processing financial transactions, cash float documentation, credit card and receipt details and reconciliation information 	T 1a-f
FS 2	Writing skills to: <ul style="list-style-type: none"> ▪ complete documentation and receipts ▪ record reconciliations and basic reports about discrepancies 	T 3g T 4 j T 4 j
FS 3	Numeracy skills to: <ul style="list-style-type: none"> ▪ count cash floats ▪ tender correct change 	T 2b T 4e T 4d
FS 4	Technology skills to: <ul style="list-style-type: none"> ▪ use point-of-sale equipment and software applications 	T 3a T 3e T 4d