

U00406: Maintain payment point and handle cash and non-cash payments

Unit Descriptor:

This unit describes the competence required to maintain payment point and handle cash and non-cash payments.

The unit describes the essential abilities of:

- Communicating effectively
- Responding to customer needs
- Problem solving
- Operating within organizational procedures
- Meeting legal requirements

ELEMENT

PERFORMANCE CRITERIA

To be competent you must achieve the following:

- | | | |
|----|---|---|
| 1. | Maintain payment point for cash and non-cash payments | 1.1 All customers are dealt with in a polite and helpful manner at all times. |
| | | 1.2 All equipment and relevant materials required in the payment point are available and ready for use. |
| | | 1.3 Payment point is maintained during service and replenished with relevant materials at the appropriate time. |
| | | 1.4 Payment point contents are made available for authorized collection during service. |
| | | 1.5 Customers are informed politely and promptly of any delays where appropriate. |

- 1.6 The payment point is closed down in accordance with appropriate organizational.
 - 1.7 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.
 - 1.8 All work is carried out in an organized and efficient manner in accordance with safety and health regulations and organizational procedures.
2. Handle cash and non-cash payments
- 2.1 Customers are dealt with in a polite and helpful manner at all times.
 - 2.2 All relevant information is entered into the payment point correctly.
 - 2.3 The customer is informed of the payment amount.
 - 2.4 Receipt of payment is acknowledged and validated where necessary.
 - 2.5 Non-cash payments are accepted, validated, completed accurately and authorized in accordance with organizational procedures.
 - 2.6 Cash payments are accurately transacted and in accordance with statutory regulations.
 - 2.7 Payment documents are stored in a secure, approved location in accordance with organisational procedures.
 - 2.8 The transaction is carried out in the optimum time and the relevant confirmation is given to the customer.
 - 2.9 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.

- 2.10 All work is carried out in an organized and efficient manner in accordance with safety and health regulations and organizational procedures.

RANGE STATEMENT

You must cover the items below:

Element 1: Maintain payment point for cash and non-cash payments

A. Payment point: *(Also applies to element 2)*

- (i) computerized
- (ii) electronic
- (iii) manual

B. Relevant materials:

- (i) cash
- (ii) cash equivalents
- (iii) relevant stationery (e.g. receipt rolls, bills, audit rolls, note pads)

C. Unexpected situations: *(Also applies to element 2)*

- (i) discrepancy in payment
- (ii) discrepancy in change
- (iii) suspected fraud

D. Legal requirements: *(Also applies to element 2)*

- (i) current relevant legislation relating to dealing with cash and non-cash and safe and hygienic working practices

Element 2: Handling cash and non-cash payments

E. Payments:

- (i) cash
- (ii) cheques
- (iii) credit cards
- (iv) debit cards
- (v) cash equivalent
- (vi) charge cards

F. Relevant confirmation

- (i) receipt
- (ii) bill
- (iii) tokens/vouchers

UNDERPINNING KNOWLEDGE AND SKILLS**Health and Safety**

1. What security procedures are applicable to the operation of a payment point.

Working Practices

2. What appropriate organizational procedures must be adhered to when maintaining a payment point.
3. What the appropriate organizational procedures are regarding the handling of payments.
4. Why it is important to know the procedures to follow when dealing with errors in handling cash and non-cash payments.

Communication

5. What the consequences are of unreported errors when maintaining a payment point.

EVIDENCE GUIDE**(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation or
- By performance evidence in the form of observation to cover **performance criteria 1.1, 1.2, 1.3, 1.4, 1.6** and a minimum of **one** (1) from the range of A, **two** (2) from the range of B.
- By performance evidence in the form of observation to cover **performance criteria 2.1 – 2.6** and a minimum of **two** (2) from the range of A, **one** (1) from the range of E, **one** (1) from the range of F.
- Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

(2) Methods of Assessment

- Observation reports by assessors of how you:
 - o maintain payment point for cash and non-cash payments
 - o handle cash and non-cash payments.
- Copies of written communication to and from customers.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor).
- Witness statements from customers, colleagues, line managers that provide evidence of how you:
 - o maintain payment point for cash and non-cash payments
 - o handle cash and non-cash payments.
- A personal statement describing how you:
 - o maintain payment point for cash and non-cash payments
 - o handle cash and non-cash payments.

(3) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.