

U00406

Maintain payment point for 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 organisational 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 authorised 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 organisational procedures. |
| | 1.7 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary. |

2. Handling cash and non-cash payments
- 1.8 All work is carried out in an organized and efficient manner in accordance with organizational procedures.
 - 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 organizational 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) computerised
- (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.
6. What the consequences re of unreported errors when handling cash and non-cash payments.

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

You must provide evidence that shows you have met the performance criteria over a sufficient period of time for your assessor to consider that you are competent.

It is essential that competence be demonstrated in the following aspects:

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

Totally through performance evidence in the form of observation, or by performance evidence in the form of observation to cover criteria 1, 2, 3, 4, 6 or by performance evidence in the form of observation to and a minimum of:

- 1 from the range of A
- 2 from the range of B

Element 2: Handling cash and non-cash payments

Totally through performance evidence in the form of observation, or by performance evidence in the form of observation to cover criteria 1 to 6 or by performance evidence in the form of observation to and a minimum of:

- 2 from the range of E
- 1 from the range of F

The following applies to Elements 1 and 2:

Supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and the range.

Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

Performance evidence should be demonstrated on at least two (2) occasions.

(2) Methods of Assessment**Examples of Performance Evidence**

- Observation reports by assessors of how you handle cash and non-cash payments.
- Copies of written communication to and from customers.

Examples of Supplementary Evidence

- 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 handle cash and non-cash payments.
- A personal statement describing how you handle cash and non-cash payments.

(3) Context of Assessment

Your evidence should be collected when you are dealing with real customers, whether internal or external to the organisation:

- when carrying out a real job, whether paid or voluntary;
- in a realistic working environment;
- in a work placement
- Simulation is **not** allowed for any performance evidence within this unit.