

Unit PPL2GEN12 (HL30 04) Maintain and Deal with Payments

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about maintaining a payment point such as a till. It also covers taking payments from the customer, operating the till correctly and keeping payments safe and secure. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **You must do:** |
| There must be performance evidence for all Performance Criteria (PC). The assessor **must** assess PC 1 and 3, 4, 7 and 9 by directly observing the candidate’s work.  PCs 2, 5, 6, 8, 10 and 11 may be assessed by alternative methods if observation is not possible. |
| **1 Ensure your payment point is working and that you have all the materials you need.**  2 Maintain the payment point and restock it when necessary.  **3 Enter/scan information into the payment point correctly.**  **4 Tell the customer how much they have to pay.**  5 Acknowledge the customer’s payment and validate it where necessary.  6 Follow correct procedure for chip and pin and contactless transactions.  **7 Put the payment in the right place according to your organisation’s procedures.**  8 Give correct change for cash transactions.  **9 Carry out transactions without delay and give relevant confirmation to the customer.**  10 Make the payment point contents available for authorised collection when asked to.  11 Follow organisational procedures to sign off from / shut down payment point and conduct a handover at the end of a shift. |

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| **Scope/Range** | |
| **What you must cover:** | |
| **All** scope/range must be covered. There must be performance evidence, gathered through direct observation by the assessor of the candidate’s work for: | |
| **two** from:  (a) cash  (b) cash equivalents  (c) relevant stationery  (d) till or card machine rolls  (e) handheld devices | **two** from:  (f) cash  (g) credit or debit cards  (h) contactless (eg cards or tablets or watches or mobile phones)  (i) cash equivalents |
| Evidence for the remaining points under ‘what you must cover’ may be assessed through questioning or witness testimony. | |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | **Scope/Range** | | | | | | | | |
| **What you must do** | | | | | | | | | | | **What you must cover** | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **a** | **b** | **c** | **d** | **e** | **f** | **g** | **h** | **i** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| 1 | Legal requirements for operating a payment point and taking payments from customers. |  |
| 2 | Different types of payment equipment and processes used by an organisation and accepted methods of payment. |  |
| 3 | Your organisation’s security procedures for cash and other types of payments. |  |
| 4 | How you should set up your payment point. |  |
| 5 | How to get stocks of materials you need to set up and maintain the payment point. |  |
| 6 | Why it is important to tell the customer about any delays and how you should do so. |  |
| 7 | The types of problems that might happen with your payment point and how to deal with these. |  |
| 8 | The procedure for changing the till / card machine roll. |  |
| 9 | The correct procedures for handling payments. |  |
| 10 | What you should do if there are errors in handling payments. |  |
| 11 | The procedures for dealing with hand held payment devices. |  |
| 12 | What procedure you must follow with regard to a payment that has been declined. |  |
| 13 | What might happen if you do not report errors. |  |
| 14 | The types of problems that may happen when you are taking payments and how to deal with these. |  |
| 15 | The procedures for collecting the contents of the payment point, including who you should hand payments to. |  |
| 16 | The procedures for signing off and handover at the end of a shift. |  |
| 17 | What VAT is and how it is applied to the bill. |  |
| 18 | How to handle tips in cash and via electronic payments. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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