

**Unit DR6V 04 (1GEN2)      Maintain and deal with payments**

This Unit has the following elements:

**Element 1 (1GEN2.1)      Maintain the payment point**  
**Element 2 (1GEN2.2)      Deal with payments**

**Candidate Name:**

**Assessment Centre:**

*I have completed the requirements of this Unit.*

**Candidate signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*I can confirm the candidate has completed all requirements of this Unit.*

**Assessor signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assessor counter signature:**  
**(where applicable)** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IV counter signature:**  
**(where applicable)** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Unit DR6V 04 (1GEN2)

## Maintain and deal with payments

### Unit Summary

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.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ making sure you have enough till rolls and cash
- ◆ handing over till contents to the right person
- ◆ dealing with customers
- ◆ using a till

What some of the words in this Unit mean	
<b>Authorised collection</b>	the correct person coming to pick up the payments from the till
<b>Cash equivalents</b>	for example, vouchers, discounts, ledger payments
<b>Organisation</b>	the place where you work
<b>Payment point</b>	usually a till

**Unit DR6V 04 (1GEN2)**

**Maintain and deal with payments**

**Element 1 (1GEN2.1)**

**Maintain the payment point**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
Evidence for the remaining points may be assessed through questioning or witness testimony		
①	Make sure your payment point is working and that you have all the <b>materials</b> you need	
2	Maintain the payment point and restock it when necessary	
3	Make the payment point contents available for authorised collection when asked to	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Materials, at least two required from the following:</i></b>						
cash						
cash equivalents						
relevant stationary						

**Unit DR6V 04 (1GEN2)****Maintain and deal with payments****Element 1 (1GEN2.1)****Maintain the payment point**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR6V 04 (1GEN2)**

**Maintain and deal with payments**

**Element 2 (1GEN2.2)**

**Deal with payments**

<b>What you must do (circled numbers must be observed)</b>		<b>Assessor initials/date</b>
①	Enter information into the payment point correctly	
②	Tell the customer how much they have to pay	
③	Acknowledge the customer's <b>payment</b> and validate it where necessary	
④	Put the <b>payment</b> in the right place according to your organisation's procedures	
⑤	Give correct change	
⑥	Carry out transactions without delay and give relevant confirmation to the customer	

<b>What you must cover (minimum requirement for observation in italic and bold)</b>	<b>Activity/Evidence</b> (insert tick or supplementary reference)					
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
Evidence for the remaining points may be assessed through questioning or witness testimony						
<b><i>Payments, at least one required from the following:</i></b>						
cash						
cheques						
credit cards						
cash equivalents						

**Unit DR6V 04 (1GEN2)****Maintain and deal with payments****Element 2 (1GEN2.2)****Deal with payments**

<b>Candidate name:</b>		<b>Assessor initials/date</b>
<b>No</b>	<b>Activity</b>	
1		
2		
3		
4		
5		
6		

**Unit DR6V 04 (1GEN2)****Maintain and deal with payments**

<b>What you must know for the Unit</b>	
<b>For the whole Unit</b>	
K1	Legal requirements for operating a payment point and taking payments from customers
K2	Your organisation's security procedures for cash and other types of payments
<b>Element 1 (1GEN2.1) Maintain the payment point</b>	
K3	How you should set up your payment point
K4	How to get stocks of materials you need to set up and maintain the payment point
K5	Why it is important to tell the customer about any delays and how you should do so
K6	The procedures for collecting the contents of the payment point and who you should hand payments over to
K7	The types of problems that might happen with your payment point and how to deal with these
<b>Element 2 (1GEN2.2) Deal with payments</b>	
K8	How to operate the payment point correctly
K9	The correct procedures for handling payments
K10	What you should do if there are errors in handling payments
K11	What might happen if you do not report errors
K12	The types of problems that may happen when you are taking payments and how to deal with these

Knowledge evidence retained

**Assessor signature:** \_\_\_\_\_**Date:** \_\_\_\_\_

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		



Assessor Feedback