

## F97X 04 (2GEN9/10) Maintain and deal with payments

### About this Unit

This Unit concerns 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.

Users of this standard will need to ensure that practice reflects up-to-date information and policies.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

### What some words in this Unit mean:

**Authorised collection** — the correct person coming to pick up the payments from the till.

**Cash equivalents** — for example, vouchers, discounts, ledger payments.

**Payment point** — a till, credit/debit machine or hand-held device.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

**Specific Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit**

| <b>SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT</b>   |
|---|
| <b>Simulation:</b>  |
| <ul style="list-style-type: none"> <li>◆ Simulation is permitted for part of this Unit.</li> </ul>  |
| <b>The following forms of evidence ARE mandatory:</b>   |
| <ul style="list-style-type: none"> <li>◆ <b>Direct Observation:</b> Your assessor or expert witness may observe you in real work activities, their confirmation of your practice will provide evidence for some of the performance criteria in this Unit. <b>For example</b>, your assessor may observe you enter/scan information into the payment point correctly and acknowledge the customer's payment and validate it where necessary.</li> <li>◆ <b>Professional discussion:</b> Describe your actions in a particular situation and reflect on the reason(s) why you practice that way. <b>For example</b>, your assessor may ask you to explain, giving an example from your practice, why it is important to tell the customer about any delays and how you should do so, and also the types of problems that might happen with your payment point and how to deal with these.</li> <li>◆ <b>Simulation</b> may be used for the following performance criteria if the opportunity for direct observation does not occur during the assessment process, tell the customer how much they have to pay, and acknowledge the customer's payment and validate it where necessary.</li> </ul>   |
| <b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>   |
| <ul style="list-style-type: none"> <li>◆ <b>Reflective Account:</b> These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.</li> <li>◆ <b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.</li> <li>◆ <b>Expert Witness:</b> A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.</li> <li>◆ <b>Witness Testimony:</b> Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.</li> <li>◆ <b>Products:</b> These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.</li> <li>◆ <b>Prior Learning:</b> You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.</li> <li>◆ <b>Simulation:</b> There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.</li> </ul> |

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### GENERAL GUIDANCE

- ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.
- ◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.
- ◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.
- ◆ All evidence must relate to your own work practice.

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### KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.**

| <b>You need to show that you know, understand and can apply in practice:</b>                                 | <b>Enter Evidence Numbers</b> |
|--|-------------------------------|
| 1 Legal requirements for operating a payment point and taking payments from customers.                       |                               |
| 2 Your organisation's security procedures for cash and other types of payments.                              |                               |
| 3 How you should set up your payment point.  |                               |
| 4 How to get stocks of materials you need to set up and maintain the payment point.                          |                               |
| 5 Why it is important to tell the customer about any delays and how you should do so.                        |                               |
| 6 The types of problems that might happen with your payment point and how to deal with these.                |                               |
| 7 How to change the till/debit/credit machine roll.  |                               |
| 8 The correct procedures for handling payments.  |                               |
| 9 What you should do if there are errors in handling payments.   |                               |
| 10 Understand the procedures for dealing with handheld payment devices at tables.                            |                               |
| 11 What procedure you must follow with regard to a payment that has been declined.                           |                               |
| 12 What might happen if you do not report errors.  |                               |
| 13 The types of problems that may happen when you are taking payments and how to deal with these.            |                               |
| 14 The procedures for collecting the contents of the payment point and who you should hand payments over to. |                               |

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| Performance Criteria |   | DO | RA | EW | Q | P | WT | PD |
|----------------------|---|----|----|----|---|---|----|----|
| 1                    | Make sure 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 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.    |    |    |    |   |   |    |    |

| What you must cover  |  | DO | RA | EW | Q | P | WT | PD |
|--|--|----|----|----|---|---|----|----|
| Materials:<br>(a) cash<br>(b) cash equivalents<br>(c) relevant stationery<br>(d) till/credit/debit rolls |  |    |    |    |   |   |    |    |
| Payments:<br>(a) cash<br>(b) cheques<br>(c) credit cards<br>(d) debit cards<br>(e) cash equivalents      |  |    |    |    |   |   |    |    |

DO = Direct Observation  
EW = Expert Witness  
PD = Professional Discussion

RA = Reflective Account  
P = Product (Work)

Q = Questions  
WT = Witness Testimony

**F97X 04 (2GEN9/10) Maintain and deal with payments**

*To be completed by the candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal verifier feedback**

*To be completed by the internal verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the internal verifier***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....