

Unit D9ED 04 (HS27)

Control practices for handling payments

This Unit has the following elements:

Element 1 (HS27.1)

Monitor and control the handling of payments

Element 2 (HS27.2)

Collect takings and maintain their security

Element 3 (HS27.3)

Process payment information

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 D9ED 04 (HS27)

Control practices for handling payments

Unit Summary

Cash flow is the lifeblood of a business. Without it, wages and bills cannot be paid, and the business will fail. Handling and processing payments from customers correctly is vital to the survival and success of the business. This process has to be carefully supervised.

You will need to make sure that staff are properly briefed about charges and payment procedures, and that they have the equipment and supplies they need. You will need to make sure that staff follow payment procedures correctly, and that any problems, such as fraudulent payments and theft, are correctly and legally dealt with. You will also need to be able to process payment information at the end of the day, or at appropriate stages during the day, and make sure that payments are properly accounted for and securely stored.

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

- ◆ preparing payment points before service
- ◆ providing till items — till rolls, floats, documentation and card systems — to staff during service
- ◆ dealing with any transaction difficulties
- ◆ cashing up and storing takings securely
- ◆ keeping financial records
- ◆ dealing with and reporting discrepancies

What some of the words in this Unit mean	
Cash equivalents	these would include, vouchers
Discrepancies	differences between actual takings and recorded takings
External authorities	this could be the police, banks or credit card companies
Fraud	deliberate attempts to cheat the organisation or someone else such as the credit card company or credit card holders
Limits of your authority	what you are and are not allowed to do in relation to supervising payment handling
Payment points	tills or other methods of receiving payment from the customer
Practices for handling payments	the process of taking payments from the customer, operating tills, cashing up, maintaining security and completing financial records
Till items	this may include: till rolls, credit card stationery, floats, other types of documentation that your staff need to operate the till

Unit D9ED 04 (HS27)

Control practices for handling payments

Element 1 (HS27.1)

Monitor and control the handling of payments

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Provide staff with sufficient resources before and during service	
2	Make sure staff are briefed on their legal obligations and organisational procedures	
3	Make sure that staff handle payments according to your organisation's procedures	
4	Make sure that staff follow payment point safety and security procedures	
5	Make sure that payments and payment refunds are correctly authorised	
6	Investigate and deal with transaction difficulties correctly	
7	Collect payment point contents following your organisation's procedures	
8	Process takings in line with your organisation's procedures	
9	Identify and deal effectively with any problems with payment handling practices	

What you must cover (minimum requirement for observation/products of work in <i>italic and bold</i>)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Providing the following types of resource, at least two required from the following:</i>						
float						
till rolls						
documentation						
manual or electronic card systems						
<i>Monitoring and controlling the following types of payment, at least two required from the following:</i>						
cash						
cheque						
charge/credit card						
debit cards						
cash equivalent						
<i>Dealing with the following types of transaction difficulty, at least one required from the following:</i>						
payment exceeds credit limit						
fraud						
staff error						
customer error						
change queries						

Unit D9ED 04 (HS27)**Control practices for handling payments****Element 1 (HS27.1)****Monitor and control the handling of payments**

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

Unit D9ED 04 (HS27)

Control practices for handling payments

Element 2 (HS27.2)

Collect takings and maintain their security

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure the payment points are closed at the scheduled time in line with your organisation's procedures	
2	Make sure accurate readings are taken from the payment points	
3	Make sure takings are correctly counted	
4	Reconcile actual takings against recorded takings	
5	Investigate any discrepancies	
6	Follow your organisation's procedures for maintaining the security of takings	

What you must cover (minimum requirement for observation/products of work in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Investigating the following types of discrepancy, at least one required from the following:</i>						
shortages						
overs						
voids						
refunds						
no-sales						
errors						

Unit D9ED 04 (HS27)**Control practices for handling payments****Element 2 (HS27.2)****Collect takings and maintain their security**

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

Unit D9ED 04 (HS27)

Control practices for handling payments

Element 3 (HS27.3)

Process payment information

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Complete all documents relating to the takings accurately	
2	Follow your organisation's procedures and legal requirements to deal with discrepancies	
3	Report suspected dishonesty to the relevant people	
4	Pass all documentation on to the relevant people	

What you must cover (minimum requirement for observation/products of work in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Analysing and reporting the following types of discrepancy, at least one required from the following:</i>						
shortages						
overs						
voids						
refunds						
no-sales						
errors						
<i>Reporting discrepancies to the following relevant people, at least one required from the following:</i>						
senior managers						
finance personnel						
external authorities						

Unit D9ED 04 (HS27)**Control practices for handling payments****Element 3 (HS27.3)****Process payment information**

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

What you must know for the Unit	
For the whole Unit	
K1	The different roles and responsibilities of people in your area of work in relation to handling payments and collecting takings
K2	Which organisational procedures relate to handling payments
K3	What the limits of your authority are when controlling payments
K4	How to plan the security of staff and takings
K5	Who to gain security advice from
K6	Electronic point of sale systems (EPOS)
K7	The various payment methods used in the industry, for example, cheques, credit cards, charge cards, 'smart' cards, vouchers and how to process them
Element 1 (HS27.1) Monitor and control the handling of payments	
K8	What confirmation systems are available when authorising payments
K9	How to estimate the till items you need for handling payments and who to gain approval from when you require additional ones
K10	How to control the issue and use of till items
K11	How to present information concerning the payment procedures
K12	The types of problems that may occur when controlling payment practices and how to deal with these effectively
K13	How to monitor staff performance against organisational standards
K14	What action to take when staff performance falls below standards
K15	How to operate the payment points and equipment used in your organisation
K16	How to deal with fraudulent payments
Element 2 (HS27.2) Collect takings and maintain their security	
K17	How to deal with fraudulent payments
K18	Which organisational procedures relate to the collection of takings
K19	How to operate payment points to obtain till readings
K20	How to record information legibly and who this information should be passed on to
K21	How to implement your organisation's security procedures
Element 3 (HS27.3) Process payment information	
K22	Which organisational procedures relate to processing payment information
K23	How to communicate with staff to gain information about discrepancies
K24	What documentation must be completed and how to do so
K25	What action is appropriate in response to discrepancies

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

Knowledge evidence retained

Assessor Feedback

Assessor signature: _____

Date: _____