



Unit F08T 04 (572)

Evaluate the Receipt of Payment from Customers

Unit Summary

This Unit is about evaluating the way payments are processed by staff at point of sale. It also involves identifying any problems that might arise and sorting these out promptly.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

Achievement of this Unit will provide you with opportunities to develop the following SQA Core Skills:

Working with Others Intermediate 2

- ◆ Work with others in a group to analyse, plan and complete an activity.

Problem Solving Intermediate 2

- ◆ Analyse a situation or issue.
- ◆ Plan, organise and complete a task.
- ◆ Review and evaluate a problem solving activity.

I have completed the requirements of this Unit.

Candidate name: _____ **Date:** _____

Candidate signature: _____ **Date:** _____

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

Assessor signature: _____ **Date:** _____

IV signature: _____ **Date:** _____

Assessment centre: _____

You must be able to	Evidence Requirements	Evidence/ Activity Ref No.
<p>1</p> <p>Evaluate takings, practices and procedures.</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Check that staff carry out takings practices and procedures in line with company requirements. (b) Spot and promptly sort out any problems with takings practices and procedures. (c) Check payment processes and transaction procedures to make sure they maintain and promote customer goodwill. (d) Check at suitable times that review and control systems are providing up-to-date and accurate information. (e) Promptly sort out any identified problems, or refer them promptly to the right person when problems are beyond your responsibility to sort out. 	<p>Your evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p>	
<p>2</p> <p>Monitor takings, practices and procedures.</p> <p>This means you:</p> <ul style="list-style-type: none"> (a) Check at suitable times that staff are setting up and operating cash points correctly. (b) Look into and promptly sort out any problems with routine cash point operations and transactions. 	<p>Evidence of organising and controlling the recovery of by-products for further processing in accordance with workplace procedures.</p>	

You must be able to		Evidence Requirements (cont)	Evidence/ Activity Ref No.
2 (cont)	<ul style="list-style-type: none"> (c) Check that staff are handling cash and cash equivalents efficiently and in line with approved procedures. (d) Accurately and promptly authorise any refunds, cheques and credit card payments which need your authorisation. (e) Correctly follow cash point security procedures. (f) Develop effective plans to cope with unexpected problems at the cash point. 		

Evidence of Performance

Evidence of performance may employ examples of the following assessment:

- ◆ observation
- ◆ written and oral questioning
- ◆ evidence from company systems (eg Food Safety Management System)
- ◆ reviewing the outcomes of work
- ◆ checking any records of documents completed
- ◆ checking accounts of work that the candidate or others have written

Candidate name:		Assessor initials/date
No	Activity	
1		
2		

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You need to know and understand		Evidence
Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.		
K1	The aims that takings practices and procedures are designed to achieve.	
K2	How the way that payment transaction procedures are carried out can affect customer goodwill.	
K3	The company's takings procedures, including safety and security arrangements.	
K4	The control systems available and the information they provide.	
K5	How to collect and interpret information about takings.	
K6	How to check takings practices and procedures.	
K7	Types of problems with takings.	
K8	How to sort out problems with taking.	
K9	The limits of your authority for resolving problems with takings.	
K10	How to report your findings on takings practices and procedures.	
K11	Methods of payment that are accepted in your store.	
K12	The problems that can arise in routine cash point operations and transactions, and how to sort them out.	
K13	The problems that can arise in routine cash point operations and transactions, and how to sort them out.	
K14	The company's approved procedures for handling cash and cash equivalents.	
K15	The types of refund, cheque payment and credit card payment you have to authorise and how to do so.	
K16	The company's cash point security procedures.	
K17	How to plan to cope with unexpected problems at the cash point.	
Notes/Comments		

Assessor signature: _____ **Date:** _____