

Unit PPLHSL26 (HK6T 04) Supervise Practices for Handling 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 monitoring and controlling the handling of payments, collecting takings and processing payment information. This unit is for hospitality team leaders, first line managers or supervisors. |

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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** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Ensure staff have sufficient resources to carry out the service.2 Ensure staff have the information and skills in order to carry out their work effectively.3 Ensure that staff communicate with customers in a way that is likely to promote good will and understanding.4 Ensure staff handle payments according to your organisations procedures and payments and refunds are correctly authorised.5 Ensure that staff follow payment point safety and security procedures.6 Deal effectively with any problems which occur at payment points.7 Collect payment point contents following your organisation's procedures.8 Reconcile actual takings against recorded takings and follow your organisation's procedures and legal requirements to deal with any discrepancies.9 Complete all documents relating to takings and process in line with your organisation's procedures. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** |
| **What you must do** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** |
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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 | The different roles and responsibilities of people in your area of work in relation to handling payments and collecting takings. |  |
| 2 | Which organisational procedures relate to handling payments. |  |
| 3 | What the limits of your authority are when controlling payments. |  |
| 4 | How to plan the security of staff and takings. |  |
| 5 | Who to gain security advice from. |  |
| 6 | Electronic point of sale systems (EPOS). |  |
| 7 | The various payment methods used in the industry, for example: cheques, credit cards, charge cards, contactless 'smart' cards, chip and pin, vouchers and how to process them. |  |
| 8 | The types of payment accepted by the organisation and how to process them according to your organisation's guidelines. |  |
| 9 | What confirmation systems are available when authorising payments. |  |
| 10 | How to estimate the resources you need for handling payments and who to gain approval from when you require additional ones. |  |
| 11 | How to control the issue and use of resources. |  |
| 12 | How to present information concerning the payment procedures. |  |
| 13 | The types of problems that may occur when controlling payment practices and how to deal with these effectively. |  |
| 14 | How to deal with suspected dishonesty in the organisation. |  |
| 15 | How to monitor staff performance against organisational standards. |  |
| 16 | What action to take when staff performance falls below standards. |  |
| 17 | How to operate the payment points and equipment used in your organisation. |  |
| 18 | How to deal with fraudulent payments. |  |
| 19 | How to deal with emergency situations, robbery and threats to safety. |  |

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| 20 | Which organisational procedures relate to the collection of takings. |  |
| 21 | How to operate payment points to obtain till readings. |  |
| 22 | How to record information legibly and who this information should be passed on to. |  |
| 23 | How to implement your organisation's security procedures. |  |
| 24 | Which organisational procedures relate to processing payment information. |  |
| 25 | How to communicate with staff to gain information about discrepancies. |  |
| 26 | What documentation must be completed and how to do so. |  |
| 27 | What action is appropriate in response to discrepancies. |  |

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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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