

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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