

ASTPKC14

Collect and process payments



Overview

This unit defines the national standard of occupational competence for collecting payments from parking areas and processing those payments as required. This unit therefore sets the standard for you to: -

1. Collect payments from customers (Element PKC 14.1)
2. Account for and deposit payments (Element PKC 14.2)

You should be able to select and use the necessary personal protection clothing and security equipment, as well as the appropriate collection containers. When you have collected payments, you should stow them safely and securely. When you deposit the payments, you should be able to confirm payments with receipts where required.

Throughout the collection and deposit process, you should follow all the relevant procedures and guidelines for ensuring the safety of yourself and of payments.

ASTPKC14

Collect and process payments

Performance criteria

Collect payments from customers

You must be able to:

- P1 arrive at **payment** collection points within the agreed timescales following the approved procedures
- P2 select and use personal protective clothing and security equipment in line with your organisation's policies and procedures
- P3 confirm your identity fully and courteously when requested by customers
- P4 select the quantity and type of bags and seals appropriate to the amounts you are to collect, and with regard to container insurance limits
- P5 carry out approved payments **collection procedures**
- P6 carry out approved payments **storage procedures**
- P7 stow payments safely and securely in your vehicle

Account for and deposit payments

You must be able to:

- P8 make sure it is safe to move **payments** from your vehicle before making deposits
- P9 deposit payments you have collected promptly following instructions and in line with your organisation's policies and procedures
- P10 reconcile accurately the payments collected with receipts issued or collected where required
- P11 account for discrepancies where they occur
- P12 provide additional information related to payments collected when required following instructions and in line with your organisation's policies and procedures

ASTPKC14

Collect and process payments

Knowledge and understanding

You need to know and understand:

Collect payments from customers

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to collecting and processing payments
- K2 schedules for collecting payments and why it is important to keep to them whilst maintaining radio or telephone contact
- K3 the safety and security precautions you should take for yourself and for payments
- K4 the reasons for using different types of bags, seals, and containers, and when to use them
- K5 the insurance limits for bank work and secure areas
- K6 how to carry out approved payment collection procedures (including checking bulk and small cash amounts), and storage procedures
- K7 how to stow payments safely and securely in vehicles

Account for and deposit payments

You need to know and understand:

- K8 current relevant legislation, regulations, codes of practice and guidelines relating to collecting and processing payments
- K9 why it is importance and how to carry out security and personal safety checks
- K10 payment accounting procedures
- K11 reconciliation procedures, particularly in relation to discrepancies

ASTPKC14

Collect and process payments

Additional Information

Scope/range related to performance criteria

Collect payments from customers

1. **payments:** cash; cheques; postal or money orders; giro payments and internet payments
2. **collection procedures** that cover: endorsing cheques and drafts; checking and confirming payment amounts; dealing with discrepancies; giving and receiving receipts; maintaining contact procedures
3. **storage procedures** that cover: using the correct type of bags, containers and seals; labelling containers

Account for and deposit payments

4. **payments:** cash; cheques; postal or money orders; giro payments and internet payments

ASTPKC14

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Suite Parking Control Occupations

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