

FSPBA4 - SQA Unit Code H5F6 04

Operate a sterling counter till



Overview

This unit is about setting up, operating and closing a counter till where you are dealing with sterling only. If you deal with more than one form of currency – for example, if you work in Northern Ireland – you should consider unit BA5 *Operate a multi-currency till* instead.

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Performance criteria

You must be able to:

- P1 Set up and shut down your computer terminal or manual equipment according to your organisation's procedures
- P2 Confirm that cash levels in your till are within your organisation's guidelines
- P3 Identify and resolve errors correctly and promptly
- P4 Carry out counter transactions, checking the customer's identity and financial status in accordance with your organisation's requirements
- P5 Identify transactions carrying a charge and calculate and apply such charges correctly
- P6 Provide cash in denominations to meet the needs of your customer and your organisation
- P7 Maintain appropriate cash levels in your till
- P8 Identify suspicious or irregular transactions and take the appropriate action
- P9 Close and balance your till correctly
- P10 Trace any errors and take any action necessitated by them
- P11 Complete documentation accurately
- P12 Apply approved counter security measures
- P13 Identify potential risks, including money laundering risks

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Knowledge and understanding

You need to know and understand:

- K1 The cash level limits and procedures for maintaining these
- K2 The procedures for opening, operating and closing your till
- K3 The counter promotional material requirements within your till area and your own levels of responsibility for meeting these
- K4 The approved corrective procedures for error resolution
- K5 The features of products and services offered by your organisation
- K6 Your organisation's off-line and/or stand-by procedures
- K7 Your organisation's requirements regarding how to deal with possible money laundering and with maintaining data protection
- K8 Typical forms of suspicious or irregular transactions and your organisation's procedures for handling them
- K9 Your organisation's documentation requirements and the associated procedures for completing and forwarding such documentation
- K10 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety, as they impact on your activities

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Additional Information

Behaviours

1. You give a consistent and reliable performance at work
2. You consider how your behaviour impacts on others
3. You show understanding of others and deal with them in a professional manner
4. You use communication styles that are appropriate to different people and situations

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