

FSPBA5 – SQA Unit Code H5F7 04

Operate a multi-currency till



Overview

This unit is about setting up, operating and closing a counter till dealing with more than one form of currency – for example, if you operate a till in a bank or building society in Northern Ireland. If you deal with sterling only, you should consider unit BA4 *Operate a sterling counter 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 Your organisation's buying and selling rates for the currencies with which you are dealing
- K9 Sources of information regarding foreign transactions
- K10 Your organisation's charges for foreign transactions
- K11 The types of foreign currency required for different designations relevant to your area of responsibility
- K12 Typical forms of suspicious or irregular transactions and your organisation's procedures for handling them
- K13 Your organisation's documentation requirements and associated procedures for completing and forwarding such documentation
- K14 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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Developed by Financial Skills Partnership

Version number 1

Date approved September 2012

Indicative review date September 2015

Validity Current

Status Original

Originating organisation Financial Skills Partnership

Original URN FSPBA5

Relevant occupations Finance

Suite Bank Accounts

Key words Cash levels; errors; transactions; financial status; denominations; security; money laundering; data protection; charges; calculate; rates; currencies; designations