

FSPBA9 – SQA Unit Code H5FB 04

Process documentation for bank or building society accounts



Overview

This unit is about you providing customers with documents as evidence of the agreed bank or building society account. After the application has been accepted, you will prepare and issue the required documents to the customer, resolving any ambiguities or discrepancies. You must ensure that all information is processed accurately and that the resulting documentation is correct. You will need to gather and manage information effectively, efficiently, ethically and confidentiality. You will also need to present information clearly and concisely and pay attention to details that are critical to your work.

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Performance criteria

You must be able to:

- P1 Gather all the information needed to process the documentation
- P2 Enter correct information in the appropriate location
- P3 Produce the correct documents which are accurate and in accordance with your employer's procedures
- P4 Resolve any ambiguities or discrepancies
- P5 Issue documents promptly to those who need them
- P6 Keep accurate and complete records at all stages
- P7 Confirm the documents are accurate
- P8 Comply with legal requirements, industry regulations, ethical standards, organisational policies and professional codes

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Knowledge and understanding

You need to know and understand:

- K1 The limits of your authority
- K2 Sources of information and advice
- K3 Your organisation's service and timescale standards
- K4 How to access customer records
- K5 Your organisation's systems and procedures for recording information
- K6 How to deal with situations where the information provided reveals discrepancies or inconsistencies
- K7 Your organisation's policy and procedures for communicating with customers
- K8 Your organisation's procedures for preparing documentation as evidence of bank and building society accounts
- K9 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 show understanding of others and deal with them in a professional manner
2. You disclose information only to those who need it

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