

Unit DR6D 04 (2R5)

Exchange foreign cash and travellers cheques

This Unit has the following elements:

Element 1 (2R5.1)

Exchange foreign cash

Element 2 (2R5.2)

Exchange travellers cheques

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

Unit DR6D 04 (2R5)

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Unit Summary

This Unit is about exchanging cash, completing relevant documentation and calculating exchange rates. It also covers exchanging, validating and checking travellers cheques.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ meeting and greeting customers
- ◆ exchanging cash
- ◆ changing traveller's cheques
- ◆ maintaining security

Unit DR6D 04 (2R5)

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Element 1 (2R5.1)

Exchange foreign cash

What you must do (circled numbers must be observed)		Assessor initials/date
①	Accept foreign cash and inform the customer of exchange rates and commission charges	
②	Complete documents accurately following your organisation's procedures	
③	Check cash and complete exchange rate calculations accurately using an appropriate method and the correct exchange rate	
④	Give the correct money and receipts and store cash that you receive in the correct place	
⑤	Secure the exchange point against unauthorised access	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i>Method, at least one required from the following:</i>						
manual						
calculator/computer						

Unit DR6D 04 (2R5)**Exchange foreign cash and travellers cheques****Element 1 (2R5.1)****Exchange foreign cash**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit DR6D 04 (2R5)

Exchange foreign cash and travellers cheques

Element 2 (2R5.2)

Exchange travellers cheques

What you must do (circled numbers must be observed)		Assessor initials/date
①	Establish the customer's identity following your organisation's procedures	
②	Acknowledge the receipt of travellers cheques	
③	Accept only travellers cheques that are in line with your organisation's procedures	
④	Inform customers of relevant exchange rates and commission charges	
⑤	Validate, accurately complete and authorise travellers cheques in line with your organisation's procedures	
⑥	Complete exchange calculations accurately using an appropriate method and the correct exchange rate	
⑦	Give the correct money and receipt	
⑧	Store cheques that you receive in the correct place in line with your organisation's procedures	
⑨	Secure the exchange point against unauthorised access	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through questioning or witness testimony						
<i>Exchange rate calculation method, at least one required from the following:</i>						
manual						
calculator/computer						

Unit DR6D 04 (2R5)**Exchange foreign cash and travellers cheques****Element 2 (2R5.2)****Exchange travellers cheques**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit DR6D 04 (2R5)**Exchange foreign cash and travellers cheques**

What you must know for the Unit	
For the whole Unit	
K1	Your organisation's standards for customer care and why it is important to follow these
K2	Why it is important to give customers accurate information about exchange rates and commission
K3	Why exchange points must be secured from unauthorised access
K4	Basic legal requirements relating to the exchange of foreign currency and travellers cheques
Element 1 (2R5.1) Exchange foreign cash	
K5	Your organisation's procedures for exchanging cash and why it is important to follow these
K6	Why it is important to use the correct exchange rate and produce accurate calculations
K7	The types of unexpected situations that may occur during cash exchange and how to deal with these
Element 2 (2R5.2) Exchange travellers cheques	
K8	Your organisation's procedures for exchanging travellers cheques and why it is important to follow these
K9	Why it is important to establish identity of customer
K10	Why it is important only to accept travellers cheques approved by your organisation

Knowledge evidence retained

Assessor signature: _____ **Date:** _____

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Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Assessor Feedback