

**Unit: BA1 Set up bank accounts for customers**

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**Overview**

This unit is about the process of setting up bank accounts for both new and existing customers. You will need to complete the process of setting up individual accounts from initial enquiry, establishing the customer's requirements, running the necessary security checks, setting up or amending the appropriate payment arrangements, and obtaining authorisation.

***Outcomes of effective performance***

- BA1/O1 You obtain and record all customer details and documentation that are required for the account
- BA1/O2 You explain to the customer the features, terms and conditions of the account and confirm that they understand them
- BA1/O3 You answer questions raised by the customer or refer them to an appropriate authority
- BA1/O4 You refer to the appropriate person when the customer requires information or advice which is outside your authority or when you do not have the information
- BA1/O5 You agree security arrangements for the disclosure of information about the account
- BA1/O6 You obtain all necessary references and complete relevant checks before opening the account
- BA1/O7 You confirm that the features of the account meet the customer's requirements
- BA1/O8 You send information to the appropriate people to enable the account to be opened
- BA1/O9 You set up payment arrangements according to the customer's instructions
- BA1/O10 You establish credit limits and explain the penalties for exceeding them

- BA1/O11 You comply with legal requirements, industry regulations, organisational policies and professional codes

***Behaviours which underpin effective performance***

- BA1/B1 You use information and knowledge effectively, efficiently and ethically
- BA1/B2 You present information clearly and concisely
- BA1/B3 You show understanding of others and deal with them in a professional manner
- BA1/B4 You explain things so that others will understand
- BA1/B5 You use communication styles that are appropriate to different people and situations
- BA1/B6 You show a clear understanding of different customers and their needs
- BA1/B7 You are vigilant for potential risks, including money laundering risks
- BA1/B8 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

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***Knowledge and understanding***

1. How to conduct meetings and other contact with customers in order to maintain goodwill and present a positive image of your organisation
2. The different features, terms and conditions of the products, services and accounts you are authorised to promote
3. How to recognise suspicious activity, including potential money laundering, when setting up accounts, and to whom your suspicions should be referred
4. The limits of your responsibility and the person to whom you should refer customers needing features or accounts beyond your authority
5. The customer details that are required for the different products and services
6. How to confirm your customer's understanding of the product or service you are promoting
7. The authorisations that are required for the account to be opened
8. How to ensure that account features meet your customer's requirements
9. How to resolve instances where customers are dissatisfied with the features offered
10. The references and checks that are required before opening an account
11. How to set up and amend direct debits and standing orders
12. How to set up authorisations for payment arrangements
13. The conditions that apply to payment arrangements
14. The penalties for exceeding credit limits
15. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities