

Unit: BA4 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.

Outcomes of effective performance

- BA4/O1 You set up and shut down your computer terminal or manual equipment according to your organisation's procedures
- BA4/O2 You confirm that cash levels in your till are within your organisation's guidelines
- BA4/O3 You identify and resolve errors correctly and promptly
- BA4/O4 You carry out counter transactions, checking the customer's identity and financial status in accordance with your organisation's requirements
- BA4/O5 You identify transactions carrying a charge and calculate and apply such charges correctly
- BA4/O6 You provide cash in denominations to meet the needs of your customer and your organisation
- BA4/O7 You maintain appropriate cash levels in your till
- BA4/O8 You identify suspicious or irregular transactions and take the appropriate action
- BA4/O9 You close and balance your till correctly
- BA4/O10 You trace any errors and take any action necessitated by them
- BA4/O11 You complete documentation accurately

- BA4/O12 You apply approved counter security measures

Behaviours which underpin effective performance

- BA4/B1 You give a consistent and reliable performance at work
- BA4/B2 You consider how your behaviour impacts on others
- BA4/B3 You show understanding of others and deal with them in a professional manner
- BA4/B4 You are vigilant for potential risks, including money laundering risks
- BA4/B5 You use communication styles that are appropriate to different people and situations
- BA4/B6 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. The cash level limits and procedures for maintaining these
2. The procedures for opening, operating and closing your till
3. The counter promotional material requirements within your till area and your own levels of responsibility for meeting these
4. The approved corrective procedures for error resolution
5. The features of products and services offered by your organisation
6. Your organisation's off-line and/or stand-by procedures
7. Your organisation's requirements regarding how to deal with possible money laundering and with maintaining data protection
8. Typical forms of suspicious or irregular transactions and your organisation's procedures for handling them
9. Your organisation's documentation requirements and the associated procedures for completing and forwarding such documentation
10. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities