

**Unit: BA5 Operate a multi-currency till**

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**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.

***Outcomes of effective performance***

- BA5/O1 You set up and shut down your computer terminal or manual equipment according to your organisation's procedures
- BA5/O2 You confirm that cash levels in your till are within your organisation's guidelines
- BA5/O3 You identify and resolve errors correctly and promptly
- BA5/O4 You carry out counter transactions, checking the customer's identity and financial status in accordance with your organisation's requirements
- BA5/O5 You identify transactions carrying a charge and calculate and apply such charges correctly
- BA5/O6 You provide cash in denominations to meet the needs of your customer and your organisation
- BA5/O7 You maintain appropriate cash levels in your till
- BA5/O8 You identify suspicious or irregular transactions and take the appropriate action
- BA5/O9 You close and balance your till correctly
- BA5/O10 You trace any errors and take any action necessitated by them

BA5/O11 You complete documentation accurately

BA5/O12 You apply approved counter security measures

***Behaviours which underpin effective performance***

BA5/B1 You give a consistent and reliable performance at work

BA5/B2 You consider how your behaviour impacts on others

BA5/B3 You show understanding of others and deal with them in a professional manner

BA5/B4 You are vigilant for potential risks, including money laundering risks

BA5/B5 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

BA5/B6 You use communication styles that are appropriate to different people and situations

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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. Your organisation's buying and selling rates for the currencies with which you are dealing
9. Sources of information regarding foreign transactions
10. Your organisation's charges for foreign transactions
11. The types of foreign currency required for different designations relevant to your area of responsibility
12. Typical forms of suspicious or irregular transactions and your organisation's procedures for handling them
13. Your organisation's documentation requirements and associated procedures for completing and forwarding such documentation
14. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities