

PROVIDE TELLERING SERVICE

UNIT CODE: BUS/OS/BF/CR/07/6/B

UNIT DESCRIPTION

This unit specifies the competencies required to provide tellering service. It involves facilitating cash deposit, processing cash withdrawals, facilitating purchase of foreign currency, facilitating sell of foreign currency, facilitating account to account transfer, facilitating interbank local and foreign transfer, balancing end day till and issuing bankers cheque.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function (to be stated in active)	These are assessable statements which specify the required level of performance for each of the elements (to be stated in passive voice) <i>Bold and italicized terms are elaborated in the Range</i>
1. Facilitate cash deposit	1.1 Customer request is received as per banking policy 1.2 Customer details is verified as per banking policy 1.3 Cash is confirmed as per banking policy 1.4 Cash is counted as per banking policy 1.5 Cash is stored as per standard operating procedures 1.6 Cash deposit duplicate slip is signed by customer as per banking policy 1.7 Copy of deposit slip is issued as per banking policy
2. Process cash withdrawals	2.1 Customer request is received as per banking policy 2.2 Customer details is verified as per banking policy 2.3 Customer balance is confirmed as per standard operating procedures 2.4 Cash is retrieved from till as per banking policy 2.5 Cash is counted as per banking policy 2.6 Cash is confirmed by customer as per banking policy 2.7 Cash withdrawal duplicate slip is signed by customer as per banking policy 2.8 Copy of cash withdrawal duplicate slip is stored as per banking policy
3. Facilitate purchase of foreign currency	3.1 Customer request is received as per banking policy 3.2 Confirm if the bank deals with the currency as per the organizational policy 3.3 Validity of the currency is confirmed as per standard operating procedures

	<p>3.4 Exchange rate is negotiated based on the bank policy.</p> <p>3.5 Exchange rate is confirmed</p> <p>3.6 The foreign currency is counted.</p> <p>3.7 Equivalent Kenya shillings are issued.</p> <p>3.8 Receipts are printed in duplicate.</p> <p>3.9 Customer copy of the receipt is issued and the bank copy retained.</p> <p>3.10 Foreign currently is kept in the till.</p>
4. Facilitate sell of foreign currency	<p>4.1 Customer request is received as per banking policy</p> <p>4.2 Confirm if the bank deals with the requested currency</p> <p>4.3 Exchange rate is negotiated based on the bank policy</p> <p>4.4 Exchange rate is confirmed as banking policy</p> <p>4.5 Kenya Shilling is received as per standard operating procedures</p> <p>4.6 Kenya Shilling is counted and confirmed as per standard operating procedures</p> <p>4.7 The foreign currency is issued as per banking policy</p> <p>4.8 Receipts are printed in duplicate as per standard operating procedures</p> <p>4.9 Customer copy of the receipt is issued and the bank copy retained as per standard operating procedures</p> <p>4.10 Kenya shillings are kept in the till as per standard operating procedures</p>
5. Facilitate account to account transfer	<p>5.1 Customer request is received as per standard operating procedures</p> <p>5.2 Customer details is verified as per banking policy</p> <p>5.3 Customer balance is confirmed as per standard operating procedures</p> <p>5.4 Cash is transferred as per banking policy</p> <p>5.5 Cash transfer slip is printed in duplicate as per banking policy</p> <p>5.6 Copy of the signed cash transfer slip is issued as per banking policy</p>
6. Facilitate interbank local and foreign transfer	<p>6.1 Customer request is received as per standard operating procedures</p> <p>6.2 Customer details is verified as per banking policy</p>

	<p>6.3 Customer balance is confirmed as per standard operating procedures</p> <p>6.4 Cash is transferred as per banking policy</p> <p>6.5 Transfer form is filed in duplicate as per standard operating procedures</p> <p>6.6 Transfer receipt is issued to customer as per standard operating procedures</p> <p>6.7 Transfer receipt is processed as per standard operating procedures</p>
7. Balance end day till	<p>7.1 Cash is bundled as per standard operating procedures</p> <p>7.2 Cash is counted as per standard operating procedures</p> <p>7.3 System balance are checked as per standard operating procedures</p> <p>7.4 System balance is checked against physical cash as per standard operating procedures</p> <p>7.5 Report on check of system balance against physical cash is verified as per standard operating procedure</p> <p>7.6 Till is returned to strong room as per standard operating procedures</p>
8. Issuance of banker's cheque	<p>8.1 Customer request is received as per standard operating procedures</p> <p>8.2 Customer details is verified as per banking policy</p> <p>8.3 Customer balance is confirmed as per standard operating procedures</p> <p>8.4 Bankers' cheque is printed as per standard operating procedures</p> <p>8.5 Bankers' cheque is recorded as per standard operating procedures</p> <p>8.6 Bankers' cheque is signed as per organizational policy</p> <p>8.7 Confirmation slip is issued in duplicate as per standard operating procedures</p> <p>8.8 Bankers' cheque and duplicate slip is issued to customer as per standard operating procedures</p>
9. Facilitate cheque deposit	<p>9.1 Customer request is received as per banking policy</p> <p>9.2 Customer details is verified as per banking policy</p>

	<p>9.3 Cheques are scanned for clearing as per bank procedure</p> <p>9.4 Cheque deposit duplicate slip is signed by customer as per banking policy</p> <p>9.5 Cheque <i>is</i> confirmed as per banking policy</p> <p>9.6 Cheque is archived as per standard operating procedures</p>
10. Facilitate cheque withdrawal	<p>10.1 Customer request is received as per banking policy</p> <p>10.2 Customer details is verified as per banking policy</p> <p>10.3 Customer balance is confirmed as per standard operating procedures</p> <p>10.4 Cash is retrieved from till as per banking policy</p> <p>10.5 Cash is counted as per banking policy</p> <p>10.6 Cash is confirmed by customer as per banking policy</p> <p>10.7 Cash withdrawal duplicate slip is signed by customer as per banking policy</p> <p>10.8 Copy of cash withdrawal duplicate slip is stored as per banking policy</p>

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Customer details may include but are not limited to:	<ul style="list-style-type: none"> • Signature • Signatories • Dates • Amount in words • Amount in figures • Status of cheque leaf

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- communication
- negotiation
- conflict resolution
- listening
- budgeting
- financial management
- problem-solving

Required Knowledge

The individual needs to demonstrate knowledge of:

- Conflict resolution and negotiation techniques
- Credit and debt recovery principles and techniques
- Financial delegations and limits applied within organization and specific to role
- Legislative, regulatory and industry code requirements
- Organizational credit management policies and procedures
- Stress management techniques.

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: Demonstrated ability to: 1.1 Facilitate cash deposit 1.2 Process cash withdrawals 1.3 Facilitate purchase of foreign currency 1.4 Facilitate sell of foreign currency 1.5 Facilitate account to account transfer 1.6 Facilitate interbank local and foreign transfer 1.7 Balance end day till 1.8 Issue banker's cheque
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place

3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written tests 3.2 Oral questioning 3.3 Third party reports 3.4 Case studies
3. Context of Assessment	Competency may be assessed 4.1 Off the job 4.2 on the job 4.3 During industrial attachment
4. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.