

TELLERING SERVICE

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

Relationship to Occupational Standards

This unit addresses the Unit of Competency: Offer Telling Services.

Duration of Unit: 180 Hours

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.

Summary of Learning Outcomes

1. Facilitate cash deposit
2. Process cash withdrawals
3. Facilitate purchase of foreign currency
4. Facilitate sell of foreign currency
5. Facilitate account to account transfer
6. Facilitate interbank local and foreign transfer
7. Balance end day till
8. Issuance of bankers' cheque

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Facilitate cash deposit	<ul style="list-style-type: none">• Cash deposit• Validation of notes• Understanding different foreign currency notes.• How to sort notes.• How to count notes.• Communication techniques• How to use cash counting machine.• Use of coin counting machine.	<ul style="list-style-type: none">• Written tests• Observation• Oral questions• Third party report
2. Process cash withdrawals	<ul style="list-style-type: none">• Cash withdrawal• Validation of customer details<ul style="list-style-type: none">○ Image○ Signature	<ul style="list-style-type: none">• Written tests• Observation• Oral questions

	<ul style="list-style-type: none"> ○ balance • Understanding different foreign currency notes. • How to sort notes. • How to count notes. • Communication techniques • How to use cash counting machine. • Use of coin counting machine. 	<ul style="list-style-type: none"> • Third party report
3. Facilitate purchase of foreign currency	<ul style="list-style-type: none"> • Foreign currency. • Importance of Forex in a bank. • Interpretation of exchange rates • Validation of notes • Understanding different foreign currency notes. • Communication etiquette • Rate's negotiation skills 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report
4. Facilitate sell of foreign currency	<ul style="list-style-type: none"> • Foreign currency. • Importance of Forex in a bank. • Interpretation of exchange rates • Validation of notes • Understanding different foreign currency notes. • Communication etiquette • Rate's negotiation skills • Validation of customer details <ul style="list-style-type: none"> ○ Image ○ Signature ○ Account balance 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report
5. Facilitate account to account transfer	<ul style="list-style-type: none"> • Account transfer • Requirements for internal money transfers. • Importance of internal account to account transfer. <ul style="list-style-type: none"> ○ To Customer ○ To Bank ○ To government. 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report

	<ul style="list-style-type: none"> • Methods of account-to-account transfer • Validation of customer details <ul style="list-style-type: none"> ○ Image ○ Signature ○ balance • Communication techniques 	
6. Facilitate interbank local and foreign transfer	<ul style="list-style-type: none"> • Account transfer • Different types of local money transfer services • Types of foreign money transfer service. • Validation of customer details <ul style="list-style-type: none"> ○ Image ○ Signature ○ balance • Communication techniques • Requirements for foreign money transfers. • Importance of foreign money transfer. <ul style="list-style-type: none"> ○ To Customer ○ To Bank ○ To government. 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report
7. Balance end day till	<ul style="list-style-type: none"> • End of day • Importance of end of day • How do bundle notes • How to bundle coins • Cash sorting techniques. • Handling soiled notes • How to retrieve cash report. • Reconciliation of the report against physical cash. • Till safety and dual control. 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report
8. Issuance of banker's cheque	<ul style="list-style-type: none"> • Bankers' cheque • Importance of banker's cheque • Steps in preparing bankers cheque. 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report

	<ul style="list-style-type: none"> • Cost associated with bankers' cheque. • Validation of customer details <ul style="list-style-type: none"> ○ Image ○ Signature ○ Account balance • Recording banker cheque. • Internal accounts related with a banker's cheque. • Authorization of bankers' cheque. • Repurchasing bankers' cheque. • Treatment of lost or stolen bankers' cheque. 	
9. Facilitate cheque deposit	<ul style="list-style-type: none"> • What is a cheque • Identification of a cheque validity 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report
10. Facilitate cheque withdrawal.	<ul style="list-style-type: none"> • Cheque • Validation of customer details <ul style="list-style-type: none"> ○ Image ○ Signature ○ balance • determination of a cheque validity. 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Third party report

Suggested Methods of Instruction

- Project
- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction
- Simulation
- On job training

Recommended Resources

- Writing materials
- Projector
- Computer

- Flip Chart/white board