

Unit ID: 780

Domain

SAVINGS BANK OPERATIONS

Title:

Process and balance customer bank transactions as part of postal banking operations

Level: 3

Credits: 10

Purpose

This unit standard specifies the competency required to process and balance customer bank transactions as part of postal banking operations. It includes processing a withdrawal for a customer; depositing cash and cheques into customer account; recording and balancing transactions; and preparing and processing banking transaction record reports. This unit standard is intended for those who work in postal service operations.

Special Notes

1. Entry information

Prerequisite:

- Unit 737 *Follow safety and security work procedures in a postal services environment* or demonstrated equivalent knowledge and skills.

2. Savings bank transactions include but are not limited to: deposit and withdrawal transactions.
3. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which postal operations are carried out.
4. Regulations and legislation relevant to this unit standard include the following:
 - Namibia Post and Telecommunications Establishment Act, No. 17 of 1992
 - Financial Intelligence Act, No. 3 of 2007
 - Namibian Financial Services Charter (NFSC)
 - Credit Agreements Act 75 of 1980
 - South African Reserve Bank Act 90 of 1989
 - Bank of Namibia Act 15 of 1997
 - Namibia Labour Act, No 11 of 2007
 - Social Security Act, Act no. 34 of 1994
 - Occupational Health and Safety Regulations No.18, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Process a withdrawal for a customer

Range

Withdrawal information may include but is not limited to: date, amount of withdrawal and form in which funds are requested.

Performance Criteria

- 1.1 Withdrawal information is received from customer in line with bank procedures.
- 1.2 Customer name, identification, authorisation, account number and availability of funds are verified in line with bank procedures.
- 1.4 Withdrawal slip is examined for amount and customer signature in line with bank procedures.
- 1.5 Transaction is run on teller and customer receipt printed in line with bank procedures.
- 1.6 Amount is verified on computer or calculator in line with bank procedures.
- 1.7 Currency is counted and handed to customer in line with bank procedures.
- 1.8 Cash-out ticket is completed or withdrawal slip placed in work bin to be batched later in line with bank procedures.

Element 2: Deposit cash and cheques into customer account

Range

Customer includes: personal banking customer; business account.

Correcting errors on deposit slip includes but is not limited to: retrieving deposit slip containing error; filling out correction of deposit form; reversing entry; erasing incorrect proof encoded information on deposit slip; entering correct amount for deposit slip; encoding corrected deposit slip; copying, checking and mailing corrected deposit slip in appropriate location.

Performance Criteria

- 2.1 Cash or cheque and deposit slip are received from customer in line with bank procedures in line with bank procedures.
- 2.2 Customer name and account number are verified in line with bank procedures.
- 2.3 Deposit slip is prepared if not provided by customer in line with bank procedures.

- 2.4 Deposit slip is checked for accuracy and any errors corrected in line with bank procedures.
- 2.5 Cheque totals are verified and cheques or drafts are examined for proper endorsement and no alterations in line with bank procedures.
- 2.6 Coins and notes are counted on computer or calculator and amount verified with deposit slip in line with bank procedures.
- 2.7 Transaction is run on teller terminal and receipt and cash-in ticket printed in line with bank procedures.
- 2.8 Currency is placed in drawer in line with bank procedures.
- 2.9 Cash-in tickets, deposit ticket and cheques or drafts are placed in work bin in line with bank procedures.

Element 3: Record and balance daily transactions

Range

Checking includes but is not limited to: locating and correcting errors in transactions.

Performance Criteria

- 3.1 Cheques and deposit or withdrawal tickets are batched or totalled in line with bank procedures.
- 3.2 All cash in drawer is counted in line with bank procedures.
- 3.3 Balance sheet is completed and sent to computer or machine printout in line with bank procedures.
- 3.4 All documentation relating to customer banking transactions are checked for accuracy and authenticity before processing in line with bank procedures.
- 3.5 Transaction documentation including balance sheet is presented to authorised person or section for checking in line with bank procedures.
- 3.6 Irregularities, discrepancies and errors in documentation are identified and corrective action is undertaken within scope of authority in line with bank procedures.
- 3.7 Transactions are reconciled in line with bank procedures.
- 3.8 Financial statistics are maintained in line with bank procedures.

Element 4: Prepare and process banking transaction record reports

Range

Sorting of vouchers may include but is not limited to: amounts; dates; debits; credits.

Ticking off of documentation may include but is not limited to: account number; name; amount; serial numbers; Value Added Tax (VAT) codes; special capturing references; number of vouchers.

Signing off of report includes but is not limited to: relevant vouchers; documentation.

Performance Criteria

- 4.1 Savings bank transactions are listed on deposit forms in line with financial institution's requirements in line with bank procedures.

- 4.2 Pay-in documentation is balanced with all financial calculations in line with bank procedures.
- 4.3 Financial institution deposit totals are balanced with internal records in line with bank procedures.
- 4.4 Deposits are lodged with the financial institution in line with bank procedures.
- 4.5 Voucher documentation is checked for completeness, sorted and ticked off as required by bank requirements and bank procedures.
- 4.6 Accuracy of capturing is scrutinised in line with bank procedures.
- 4.7 Reports with corrective instructions are recorded in line with bank procedures.
- 4.8 Transaction record report and vouchers are returned to relevant department for corrective action in line with bank procedures.
- 4.9 Corrective action taken is checked for compliance and report signed off and forwarded for further scrutiny in line with bank procedures.

Registration Data

Subfield:	Postal Services
Date first registered:	
Date this version registered:	
Anticipated review:	
Body responsible for review:	Namibia Training Authority