
Overview

This NOS sets out the skills, knowledge and understanding for you to receive and process consignments and deposits of notes, coin or valuables. This could include foreign currency.

This NOS is aimed at people involved with cash processing.

Performance criteria

You must be able to:

1. verify that the quantities of consignments received agree with consignment documentation
2. take appropriate and approved action when discrepancies with consignments and deposits received are identified
3. check that the integrity of consignments received conform to company standards and customer presentation standards
4. follow company procedures when the integrity of consignments received are compromised
5. protect the integrity of relevant information when opening consignments received in accordance with company procedures
6. process deposits in line with company procedures and systems
7. recognise the physical characteristics of notes and coin and take appropriate and approved action in the event of suspected or actual irregularities
8. ensure that all deposits processed agree with relevant supporting information
9. make up bundles of notes in accordance with company requirements and relevant industry standards
10. dispose of all packaging in line with company procedures
11. transfer deposits to the appropriate department within your company within required timescales
12. complete relevant documentation with information that is accurate and which complies with company audit trail
13. use safe methods of working, complying with all relevant safety requirements to maintain your own and others' health and safety and welfare
14. use tools and equipment appropriate for the task and for which you have been trained in line with approved guidelines and procedures
15. comply with relevant legislation, regulation and codes of practice at all times
16. maintain the security of consignments and deposits in line with company procedures at all times

Knowledge and understanding

You need to know and understand:

Legal and company requirements

1. current relevant legislation, regulations, codes of practice and guidelines relating to processing notes, coin or valuables
2. health and safety requirements that relate to the health, safety and welfare of yourself and others including ergonomics and manual handling
3. company expectation of customer's presentation standards for consignments
4. company expectation of customer's presentation standards for deposits
5. company audit trail requirements and your responsibilities within that
6. company requirements for personal conduct at work
7. company procedures for processing deposits
8. company procedures for the disposal of packaging
9. the impact of your role on other areas within your company

Receive inward consignments of notes of notes, coin or valuables

10. what documentation should be received by you when processing consignments
11. what documents you need to complete as part of the consignment processing activity
12. the customer's presentation standards for consignments'
13. what to do if customer's presentation standards for consignments are not met
14. how to maintain, at all times, the security of consignments received
15. how to ensure your own and others health and safety when receiving consignments

Process inward deposits of notes, coin or valuables

16. how to recognise the content of deposits being processed,

including the different types and denominations of bank notes and coin

17. what documentation should be received by you when processing deposits
18. what documents you need to complete as part of the deposit processing activity
19. the escalation procedures in the event of a **discrepancy** being identified
20. the customer's presentation standards for deposits
21. what to do if customer's presentation standards for deposits are not met
22. how to maintain, at all times, the security of deposits being processed
23. how to ensure your own and others health and safety when processing deposits
24. how to make up bundles of notes, to conform with your company's requirements and relevant industry standards

Equipment

25. which items of tools and equipment you are authorised and trained to use
26. which items of tools and equipment are appropriate for the task
27. how to use manual systems if electronic systems and hardware are broken
28. how to use items of tools and equipment safely and effectively

Glossary

In these National Occupational Standards:

discrepancy: a difference in the amount of notes, coin or valuables received against what is expected. For example, excess coin or cash, insufficient coin or cash, counterfeits or mutilated/damaged items

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