OCR
Oxford Cambridge and RSA

Unit Title:	Processing customers' financial transactions
OCR unit number:	48
Level:	2
Credit value:	4
Guided learning hours:	8
Unit reference number:	F/601/8320

Unit aim and purpose

This unit aims to develop the knowledge and skills required to process customers' financial transactions. Upon completion of this unit, learners will be able to deal with customer transactions and documentation, and to comply with all codes, laws and regulatory requirements.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Be able to deal with customer transactions and documentation	**The Learner can:** 1.1 Receive payments from and/or make payments to customers 1.2 Confirm that amounts and balances are accurate 1.3 Process payments accurately in accordance with the organisation's procedures 1.4 Recognise discrepancies in documentation and take appropriate action 1.5 Make sure that all documentation, entries and records are accurate and legible
2 Be able to comply with all codes, laws and regulatory requirements	2.1 Follow the organisation's systems, procedures and organisational timescales 2.2 Explain the organisation's customer service and complaints procedure 2.3 Act within personal authority limits and recognising when to refer to others 2.4 Explain the sources of information and advice within the organisation 2.5 Identify the different methods of receiving financial information 2.6 Comply with legal requirements, industry regulations, organisational policies and professional codes 2.7 Explain the organisation's requirements relating to the application of codes, laws and regulatory requirements and their impact on the job role.

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

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Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .

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