

National Counter Skills Course - Suggested Timetable

Week 1

Week 2

Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Day 10
1 Intro, L/log & Per.Ass 1:15	4 Health & Safety 0:30	51 Pt 2 Cashcheques 0:45	51 Pt 3 Pers/Online Banking 0:30	62 Loans 0:45	65 Home Phone PO Phonenumber 0:45	43 Parcelforce Guaranteed 2:00	66 DVLA V.11 2:00	10 Stock Balancing 1:30	10 Stock Balancing 1:30
3 Part 1 Bus. Aware & Customer Care 1:15	51 Part 1 Cheques & Debit card 0:30	54 Post Office Card Account 1:45	19 Royal Mail Spec. Delivery 1:00	63 Car Insurance 0:45	74 Redirection 0:30	73 Parcelforce Int. Std & Econ 1:15	68 DVLA V.10, V.5, V5/2 3:00	72 Royal Mail International Supplementary 1:30	78 Personal Counselling 0:45
5 Datestamps 0:30	18 Royal Mail Ordinary Letters 1:30	52 Pension & Allowances Green Giros 1:45	70 Royal Mail International 1:15	31 Week 1 Practical 2:00	32 Recap- Practical 1:00	42 Travel Products 3:30	50 DVLA Prem. Service 2:00	36 Week 2 Practical 2:45	38 Prep for Live Branch 0:30
8 Intro Horizon & Helplines 1:30	25 Royal Mail – Record. Del 0:30	61 Home Insurance 0:30	23 Royal Mail Inland Parcels 1:15	10 Stock Balancing 1:30	67 TV Licences 1:00	End of Day 1:00	60 NS&I Other Products 1:00	End of Day 1:00	80 Level 1 Evaluation & closure 1:30
16 Postage etc 0:45	37 Postal Orders 1:00	10 Intro to Balance Stock Balance 1:45	3 Pt 2 Business Awareness 1:45	45 Security 1:00	59 NS & I New Accounts 1:00				
7 Take over Stock & Money Laundering 1:45	28 Part 1 A/L Pers Dep Bill payment Cash Handling 1:00	64 Post Office Savings 0:30	End Of Day Reports 1:00		14 Use of COM's 0:45				
	28 Part 2 APS & Reversals 1:00				End of Day 1:00				
	End of Day Reports 1:00								