

Weekly Sessions

Week One

Day 1

Session	Session Title	Time
1	Introduction & Performance Assessment/Learner Log	1:15
3 part 1	Business Awareness/Customer Care	1:15
5	Datestamps	0:30
8	Introduction to Horizon and Helpline	1:30
16	Postage Stamps, Saving Stamps & Retail Items	0:45
7	Take Over of Stock Unit and Money Laundering	1:45
Sub Total		6:30
Meals & Grace Reliefs		1:30
Total		8:30

Day 2

Session	Session Title	Time
4	Health and Safety (Classroom)	0:30
51 part 1	Cheque and Debit Card Acceptance	0:30
18	Royal Mail Ordinary Letters	1:30
25	Royal Mail Recorded Delivery	0:30
37	Postal Orders	1:00
28 part 1	Alliance & Leicester Personal Account Deposits, Cash Handling Services and Bill Payments using Transcash	1:00
28 part 2	APS Transactions and Reversals	1:00
	Daily work and end of day reports	1:00
Sub Total		7:00
Meals & Grace Reliefs		1:30
Total		8:30

Weekly Sessions

Week One

Day 3

Session	Session Title	Time
51 part 2	Alliance & Leicester Personal Account Withdrawals and Cashcheques	1:15
54	Post Office Card Account	2:00
52	Pensions & Allowances / Green Giros	1:45
10	Stock Balancing (inc. Introduction to Balancing)	2:00
	Sub Total	7:00
	Meals & Grace Reliefs	1:30
	Total	8:30

Day 4

Session	Session Title	Time
51 part 3	Personal/On Line Banking	0:30
19	Royal Mail Special Delivery	1:00
55	National Savings and Investments Deposits and Withdrawals	1:30
23	Royal Mail Inland Parcels	1:15
3 part 2	Business Awareness	1:45
	Daily work and end of day reports	0:30
	Sub Total	6:30
	Meals & Grace Reliefs	1:30
	Total	8:00

Weekly Sessions

Week One

Day 5

Session	Session Title	Time
62	Personal Loans	:45
63	Car Insurance	:45
31	Week 1 Practical	2:00
10	Stock Balancing	1:30
45	Security	1:00

Sub Total	6:00
Meals & Grace Reliefs	1:30
Total	7:30

Weekly Sessions

Week Two

70	Royal Mail International	1:15
65	Home Phone /PO Phonecards	0:45
74	Redirection of Mail	0:30
32	Week 2 Re-Cap Session	:30
67	TV Licences	1:00
59	National Savings and Investments New Accounts	1:00
14	Use of Operations Manuals	0:45
43	Parcelforce Guaranteed Services	1:30
73	Parcelforce International – Standard and Economy	1:15
42	Travel Products	3:30
66	DVLA – Motor Vehicle Licences V11	2:00
68	DVLA – Motor Vehicle Licences V10, V5, V5/2	3:00
50	DVLA Premium Service	2:00
10	Stock Balancing	1:30
72	Royal Mail International Supplementary Services	1:30
36	Week 2 Practical	2:45
10	Stock Balancing	1:30
78	Personal Counselling	0:45
38	Prep for Live Branch	0:30
80	Level 1 Evaluation & Course Closure	1:30

	Sub Total	29:00
	Discretionary Time/Personal Learning/Daily Summaries	4:30
	Meals & Grace reliefs	7:30
	Total	41:00