

Counter Skills

Suggested Weekly Sessions

Week 1

| | <i>Materials Reference & Session Title</i> | <i>Suggested Time</i> |
|--------------|--|-----------------------|
| Day 1 | | |
| 1 | Introduction & Learner Log/Performance Assessment | 1:15 |
| 3 | Business Awareness | 1:00 |
| 5 | Datestamps | 0:30 |
| 8 | Introduction to Horizon, HSUGs & Helpdesk | 1:45 |
| 16 | Postage stamps and other retail items | 0:30 |
| 7 | Introduction to stock and Money Laundering | 1:45 |
| Day 2 | | |
| 4 | Health & Safety (within classroom) | 0:45 |
| 51 | Cheques Pt 1 <ul style="list-style-type: none"> • Cheque Acceptance • Girobank withdrawals/cashcheques | 1:30 |
| 18 | Royal Mail National - Ordinary letters | 1:30 |
| 11 | Introduction to balancing | 0:45 |
| 25 | Royal Mail National - Recorded Delivery | 0:30 |
| 37 | Postal Orders | 1:00 |
| 51 | Cheques Pt 2 <ul style="list-style-type: none"> • Cashing other banks cheques • Personal banking | 0:45 |
| Day 3 | | |
| 28 | Part 1 - A & L Introduction & Inpayments | 1:15 |
| | Part 2 – APS Transactions & Reversals | 0:45 |
| 52 | Pensions and Allowances & OBCS/Green Girocheques | 2:00 |
| 19 | Royal Mail - Special Delivery | 1:30 |
| 23 | UK Standard Parcel service | 1:15 |

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| Day 4 | | |
| 70 | Royal Mail International | 2:00 |
| 55 | NS&I - Deposits and withdrawals | 2:00 |
| 10 | Balancing a desk stock | 1:45 |
| 10A | Completing the Cash Account (Agents only) | |
| 59 | NS - NSB New Accounts (CSA only) | 1:00 |
| Day 5 | | |
| 67 | TV licences | 1:30 |
| 31 | Week 1 Practical | 2:00 |
| 45 | Security | 1:00 |
| | Sub Total | 31:30 |
| | Discretionary Time/Personal Learning/Daily | 2:00 |
| | Summaries | |
| | Meals & Grace Relief's | 7:30 |

Total time is based on a 41 hour week

Counter Skills Suggested Weekly Sessions

Week 2

| | <i>Materials Reference & Session Title</i> | <i>Suggested Time</i> |
|----|---|-----------------------|
| 12 | Sales Through Service | 2:00 |
| 14 | Counter Operations Manual etc. | 2:00 |
| 13 | Customer Care | 1:00 |
| 43 | Parcelforce Guaranteed Services | 1:30 |
| 73 | Parcelforce International- Standard & Economy | 1:45 |
| 42 | Travel Products | 2:45 |
| 66 | DVLA - Motor Vehicle Licences V11 | 2:00 |
| 68 | DVLA -Motor Vehicle Licences V10/V5/V62 simple renewal | 3:00 |
| 50 | DVLA Photocard Licences | 2:00 |
| 10 | Balance Desk Stock | 1:30 |
| 72 | Royal Mail Int. Supplementary Services | 1:30 |
| 36 | Practical | 2:00 |
| 10 | Balance Desk Stock | 1:30 |
| 78 | Personal Counselling | 0:45 |
| 38 | Prep for live office | 1:00 |
| 34 | Level 2 Evaluation | 2:00 |
| 80 | Level 1 Evaluation & course closure | 1:00 |
| | Sub Total | 29:15 |
| | Discretionary Time/Personal Learning/Daily Summaries | 4:15 |
| | Meals & Grace reliefs | 7:30 |

Total time is based on a 41 hour week