

Performance Standards Assessment - Agents

Use "Tab" Key to move between Data input fields

Summary Of Achievement Of Performance Standards	
Name of Branch	Birkenshaw
Address	712 Bradford Road
	Birkenshaw
	Bradford BD11 2AE
Branch Code	163 306 6
Name of BDM	R Hart
Name of on-site Trainer	Dennis Watson
Date on-site training started	04 July 2008

Unit		Score
Unit 1	Subjects And Session Number	9.17
Unit 2	Reports	9.00
Unit 3	Observed Conversations	6.00
Total Score		8.06

Please fill in only if classroom training has been received							
Name of classroom trainer		P Johnson					
Number of days attended		10					
Practical scores	Mod 1	75.00	Mod 2		Mod 3	88.00	Total
							81.50

45 Security	Y or N
Have the Areas on the self-assessment checklist been covered with the subpostmaster?	Y
Has a copy of the security self-assessment checklist been left onsite for reference?	Y

Unit 2 - Reports	Score
Produces and double checks daily documents ready for despatch	10.00
Produces and double checks weekly documents ready for despatch	7.00
Completes daily cash accurately	10.00
Overall Score for Unit 2	9.00

Unit 3 - Observed Conversations	Score		Score
Cash Withdrawals	10.00	Instant Saver	-
Special Delivery	4.00	Five Year Saver	-
Parcelforce 24 & 48	4.00	Motor Insurance	-
Home Phone	-	Home Insurance	-
Broadband	-	Credit Card	-
Telephony Dual	-	Moneygram	-
Travel Insurance	-	Life Insurance	-
Travel Money	-	E Top Up	-
Passport Check & Send	-		
Overall Score for Unit 3			6.00

Regulatory Compliance Workbook Completed And Answered Correctly (Y or N)	Y
If No E-mail POL Compliance Team@POSTOFFICE With Trainee Details (Y or N)	

Interim Action Plan/Comments

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Unit 1 - Subjects And Session Number		Covered	Score
2	Instant Saver	C	-
3	Business Awareness	C	
4	Health & Safety	C	
5	Datestamps	C	
6	Post Office Credit Card	C	-
7	Part 1: Take Over Of a Stock Unit	C	
	Part 2: Anti MoneyLaundering	C	
8	Introduction to Horizon and Helpline	C	
10	Stock Balancing	C	
14	Use Of Counter Operations Manuals etc.	C	
16	Postage Stamps, Saving Stamps And Retail Items	C	10.00
18	Royal Mail Services - 1st & 2nd Class Mail	C	10.00
19	Royal Mail Services - Special Delivery	C	7.00
23	Royal Mail Services - Home Shopping Returns & UK Parcels	C	10.00
25	Royal Mail Services - Recorded 'Signed For'	C	10.00
28	Part 1: A & L Cash Handling And Transcash	C	10.00
	Part 2: APS Transactions & Reversals	C	10.00
37	Postal Orders	C	7.00
42	Part 1: Travel Products	C	7.00
	Part 2: Passport Application Check And send Service	N/A	
43	Part 1: Parcelforce Worldwide - International Standard/Economy	C	-
	Part 2: Parcelforce Worldwide - Guaranteed Services (Global Priority)	C	-
	Part 3: Parcelforce Worldwide - Guaranteed Services (Datapost)	N/A	
45	Security	C	
46	Cash, Stock & Stores Management		
	Remittances In		
	Remittances Out		
47	E Top Ups/Mobile Vouchers	C	10.00
50	DVLA Premium Service	N/A	
51	Part 1: Cheque And Debit Card Acceptance	C	10.00
	Part 2: Cashcheques	C	10.00
	Part 3: Personal/On Line Banking	C	-
52	DWP/SSA (NI) Girocheques	C	10.00
54	Part 1: Post Office Card Account	C	10.00
	Part 2: Post Office Card Account	C	-
59	NS&I - Investment Account	C	-
60	NS&I - Savings Products	C	-
61	Home Insurance	C	-
63	Car Insurance	C	-
64	PO Savings - Five Year Saver & Instant Saver	C	-
65	Home Phone / Post Office Phone Cards	C	-
66/68	Motor Vehicle Licences	C	7.00
70	Royal Mail services - International Letters, Small Packets & PF	C	10.00
72	Royal Mail services - International Priority Services	C	10.00
74	Redirection Of mail	C	7.00
76	Moneygram	C	-
77	Asylum Seekers	N/A	
Overall Score for Unit 1			9.17

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4	Health & Safety	C	
5	Datestamps	C	
6	Post Office Credit Card	C	-
7	Part 1: Take Over Of a Stock Unit	C	
	Part 2: Anti MoneyLaundering	C	
8	Introduction to Horizon and Helpline	C	
10	Stock Balancing	C	
14	Use Of Counter Operations Manuals etc.	C	
16	Postage Stamps, Saving Stamps And Retail Items	C	10.00
18	Royal Mail Services - 1st & 2nd Class Mail	C	10.00
19	Royal Mail Services - Special Delivery	C	7.00
23	Royal Mail Services - Home Shopping Returns & UK Parcels	C	10.00
25	Royal Mail Services - Recorded 'Signed For'	C	10.00
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	Part 2: Passport Application Check And send Service	N/A	
43	Part 1: Parcelforce Worldwide - International Standard/Economy	C	-
	Part 2: Parcelforce Worldwide - Guaranteed Services (Global Priority)	C	-
	Part 3: Parcelforce Worldwide - Guaranteed Services (Datapost)	N/A	
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	Remittances In		
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60	NS&I - Savings Products	C	-
61	Home Insurance	C	-
63	Car Insurance	C	-
64	PO Savings - Five Year Saver & Instant Saver	C	-
65	Home Phone / Post Office Phone Cards	C	-
66/68	Motor Vehicle Licences	C	7.00
70	Royal Mail services - International Letters, Small Packets & PF	C	10.00
72	Royal Mail services - International Priority Services	C	10.00
74	Redirection Of mail	C	7.00
76	Moneygram	C	-
77	Asylum Seekers	N/A	
Overall Score for Unit 1			9.17

293
117
125
91

CASH ON HAND
26303.58

Exhibit Number	
Identifying Mark	KS11

Sales Reversals.

2nd x 100.

on 18/11
Sales Rev
30

16/12
Sales Rev
50.

12/1
Sales Rev.
20

1 X 100

24/11

SR
30.

1/12
SR
48

16/12
50.

12/1
20