



Australian Government

FNSACM303 Process payment documentation

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required when processing payment facilities.

It applies to individuals who may work under supervision but have responsibility in ensuring the prompt and accurate processing of customer requests.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Account management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Enter data to system	1.1 Enter data into systems without error and within time requirements in accordance with organisational policy and procedures 1.2 Allocate data to correct systems and accounts, and update related systems 1.3 Maintain system controls to ensure integrity and security of customer and payee database
2. Create payment facility	2.1 Process payment facility accurately in accordance with organisational policy and procedures 2.2 Maintain documentation in secure manner to protect privacy and interests of all parties
3. Verify payments	3.1 Confirm payment authorisation, with information on payment

ELEMENT	PERFORMANCE CRITERIA
against documentation	facility matching approved documentation 3.2 Identify discrepancies and follow up promptly
4. Effect payments	4.1 Make payments within agreed credit arrangements in accordance with organisational policy and procedures, and industry and legislative requirements 4.2 Ensure payment instruments are signed in accordance with relevant authority levels, and related systems updated promptly to ensure that integrity of accounting systems is maintained 4.3 Cancel or note primary documentation associated with payment to ensure multiple payments are not made
5. File documentation	5.1 File documentation promptly in accordance with organisational policy and procedures 5.2 File documentation in location that is accessible and easily traceable

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	2.1, 3.1, 3.2, 4.2	<ul style="list-style-type: none"> Interprets and analyses information from a range of sources to confirm accuracy and determine required actions
Writing	1.1, 1.2, 3.2, 4.2	<ul style="list-style-type: none"> Uses clear and specialised language to accurately document requirements and outcomes
Oral Communication	3.2, 4.2	<ul style="list-style-type: none"> Uses appropriate vocabulary to provide or gather information Uses questioning and active listening to confirm requirements
Numeracy	1.1, 3.2	<ul style="list-style-type: none"> Makes estimates relating to timeframes Performs mathematical calculations to check accuracy of data
Navigate the world of work	1.1, 1.3, 2.1, 2.2, 4.1, 4.2, 5.1	<ul style="list-style-type: none"> Recognises and follows organisational protocols, policy and procedures, and industry and legislative requirements, relevant to own role

Get the work done	1.1-1.3, 2.1, 2.2, 3.1, 3.2, 4.1-4.3, 5.1, 5.2	<ul style="list-style-type: none"> Plans, organises and implements tasks according to organisational requirements Follows structured processes to make routine decisions relevant to own role Uses the main features and functions of digital tools to complete work tasks
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSACM303 Process payment documentation	FNSACM303A Process payment documentation	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>