



**Australian Government**

**Assessment Requirements for FNSBNK413  
Provide services in a Business Transaction  
Centre**

**Release: 1**

## Assessment Requirements for FNSBNK413 Provide services in a Business Transaction Centre

### Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0.  Supersedes and is equivalent to FNSBNK403 Provide services in a Business Transaction Centre.

### Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- provide at least three different services to each of at least three different customers in a Business Transaction Centre (BTC) or Rural Transaction Centre (RTC).

In the course of the above, the candidate must:

- provide accurate and timely information, advice and transaction processing for a range of agencies
- provide high level client service, including responding to queries and complaints, referrals, assisting with documentation and providing confidential and sensitive information to diverse community members
- complete transactions, reconcile monies and complete required reports.

### Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key features of BTCs' and RTCs' policies, procedures and protocols
- organisational client service requirements, including protocols for the complaints process and authorisation procedures when delivering BTC or RTC products and services
- full range of BTC or RTC products and services, and their benefits and applications
- process for maintaining accurate client and agency information and reports
- key requirements of the following legislation and regulations relevant to providing BTC or RTC services:
  - privacy
  - electronic funds transfer

- fraud
- consumer protection
- work health and safety (WHS).

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- office equipment, technology, software and consumables
- financial services product and service information
- customers requiring services from a BTC or RTC
- organisational policies, procedures and systems.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volume Implementation Guide is found on VETNet -

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