# FNSBNK413 Provide services in a Business Transaction Centre

**Release: 1**

# 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.<br><br>Supersedes and is equivalent to FNSBNK403 Provide services in a Business Transaction Centre. |

## Application

This unit describes the skills and knowledge required to provide a breadth of services in Business Transaction Centres (BTCs) or in regional and remote Rural Transaction Centres (RTCs), including client service, processing and client needs analysis. Services may be undertaken for a range of agencies.

The unit applies to individuals who work independently and have responsibility in a frontline client service capacity to provide assistance and support and maintain quality standards.

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

## Unit Sector

Banking

## Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---------|----------------------|
| *Elements describe the essential outcomes.* | *Performance criteria describe the performance needed to demonstrate achievement of the element.* |
| 1. Represent BTC or RTC | 1.1 Recognise and communicate to clients role and purpose of BTC or RTC in providing services to local community and centre's relationship to organisation in which it is hosted<br>1.2 Develop and maintain knowledge of relevant range of BTC or RTC products and services<br>1.3 Maintain documentation and promotional material about range of services facilitated by centre<br>1.4 Provide support and clarify service queries by accessing relevant contact people, hotline phone numbers and websites |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| | of services |
| 2. Identify client service and information needs | 2.1 Provide timely and courteous responses to client requests and queries <br><br> 2.2 Refer requests for information, advice, products and services that fall outside centre's level of authorisation or capacity to relevant service provider or agency for resolution <br><br> 2.3 Confirm full and accurate completion of documentation |
| 3. Process client transactions | 3.1 Check information or forms provided by clients for accuracy and completeness <br><br> 3.2 Follow processes and protocols to maintain privacy of client information in line with centre's organisational policies and procedures <br><br> 3.3 Complete transactions according to organisational policies and procedures <br><br> 3.4 Maintain client transaction details and report as required for each service provided on behalf of another agency <br><br> 3.5 Establish process to routinely conduct accurate reconciliation of monies received with transaction records <br><br> 3.6 Respond to client queries and complaints according to organisational policies and procedures |
| 4. Provide support and service information to clients | 4.1 Provide professional and confidential assistance and advice to clients <br><br> 4.2 Conduct bookings for appointments with other professionals or service providers according to organisational policies and procedures <br><br> 4.3 Support clients seeking skill development and assistance to access full range of services offered by centre |

# Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

| SKILL | DESCRIPTION |
|---|---|
| Numeracy | • Uses mathematical equations to perform calculations and check the accuracy of financial and numerical information |
| Oral communication | • Participates in verbal exchanges of information using language, tone and pace appropriate to audience and purpose <br><br> • Uses collaborative and inclusive techniques, including active listening and questioning, to obtain required information and |

| SKILL | DESCRIPTION |
|---|---|
| | confirm understanding with a range of personnel |
| Reading | • Accesses and analyses key features of information from a range of sources to address specific criteria and determine requirements |
| Writing | • Records and prepares information using appropriate formats and structures for audience and purpose<br>• Uses clear and concise language, incorporating correct spelling, grammar and terminology to convey accurate information |
| Planning and organising | • Plans, organises and sequences workflow to ensure optimal and timely outcomes for the organisation and clients |
| Problem solving | • Identifies issues that have the potential to impact on client services and develops options to resolve them when they arise |
| Technology | • Uses the main features and functions of digitally-based technologies and software packages, including spreadsheets, databases and the internet |

## Unit Mapping Information

Supersedes and is equivalent to FNSBNK403 Provide services in a Business Transaction Centre.

## Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe