



Australian Government

Assessment Requirements for FNSBNK415 Provide mobile banking sales and services

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 4.0.

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 mobile banking sales and services to at least three clients.

In the course of the above, the candidate must:

- comply to regulatory restrictions and organisational policies and procedures to provide sales and services to clients.

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:

- mobile banking products and services available to clients
- key characteristics and conditions of similar mobile lending services available in the industry
- organisational policies and procedures related to mobile banking services and products
- financial documents relating to mobile banking products and services, including:
 - brochures
 - fact sheets
- key requirements of financial services legislation required to produce the performance evidence
- key features of vulnerable customers and associated implications with lending services
- codes of conduct related to customer service and lending services
- communication and interpersonal techniques to respond to customer needs
- different levels of advice provision, and methods for ensuring general advice only is provided
- key characteristics of promotional tools and selling techniques required to produce the performance evidence.

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
- organisational policies and procedures and regulations for providing services
- mobile banking service information.

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>