



Australian Government

Assessment Requirements for FNSBNK416 Manage mobile lending 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:

- prepare for and manage at least two consultations with different customers.

In the course of the above, the candidate must:

- identify suitable lending products and services including required actions, in one situation involving a potentially vulnerable customer
- provide information and respond to queries about suitable mobile lending products and services available to customers.

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 and conditions of organisational and industry policy related to mobile lending services and products
- organisational policies and procedures related to personal safety and risk processes
- 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
- required documentation standards for customer service
- conditions of mobile lending services
- specialised product and service information.

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
- mobile lending services information
- organisational policy and procedures for providing services.

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>