Australian Government

Assessment Requirements for FNSBNK522 Manage services in a Business Transaction Centre

Release: 1

Assessment Requirements for FNSBNK522 Manage 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 FNSBNK502 Manage 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:

- manage service delivery of a Business Transaction Centre (BTC) or a Rural Transaction Centre (RTC) during at least two different service delivery periods.

In the course of the above, the candidate must:

- manage the provision of a wide range of information, advice and transaction processing services for affiliated agencies within local communities
- liaise and consult with community members, groups and external agencies
- assist to identify, develop and manage processes to ensure compliance with regulatory and organisational obligations
- manage budgets, operational plans and reporting aligned to organisational requirements and funding agreements or contracts.

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 policies, procedures and protocols of BTC or RTC described in performance evidence
- methods for the preparation of government funding proposals
- key features of business management strategies and processes that can be applied to BTCs or RTCs, including client satisfaction
- key features and stages in business planning and budgeting processes relevant to managing BTC or RTC service delivery
- communication and reporting strategies in relation to engaging BTC or RTC stakeholders

- leadership strategies applicable to managing services in a BTC or RTC environment
- organisational authorities and delegations in BTCs or RTCs
- performance indicators relevant to BTC or RTC service provision
- organisational training strategies relating to BTCs or RTCs
- key features of legislation and regulation relating to the operation of BTCs and RTCs.

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
- organisational policies, procedures and process documentation.

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