



Australian Government

Assessment Requirements for FNSCRD302 Monitor and control accounts receivable

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- comply with appropriate legislation
- follow organisational credit policy and guidelines relating to account control and monitoring practice
- liaise with others to clarify information for basic credit accounts
- deal with and resolve disputes that comply with legislative requirements and organisational guidelines
- use data entry and recording systems to maintain and monitor customer accounts and records.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe organisational credit management protocols and processes
- explain organisational policy on handling complaints and dispute resolution
- explain the compliance requirements of the credit management sector and identify related legislation.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the credit management field of work and include access to:

- common office equipment, technology and consumables
- credit product information

- relevant software systems and data
- organisational policy and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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