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.

Application

This unit describes the skills and knowledge required to determine the nature and extent of account deficits, select payment methods, and monitor and control accounts appropriately.

It applies to individuals who have responsibility at assistant level in basic credit account management and customer service operations.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Credit management

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. Collect and record monies due	1.1 Determine status of debt in accordance with organisational policy and guidelines, and legislative requirements 1.2 Record and monitor transactions on account accurately according to organisational policy and guidelines 1.3 Maintain customer contact records accurately
2. Review compliance with terms and conditions	2.1 Correctly identify customers in breach of terms and conditions in accordance with organisational guidelines 2.2 Contact customers promptly and courteously to bring account within terms
3. Resolve disputed	3.1 Research background of dispute, based on customer outline

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ELEMENT	PERFORMANCE CRITERIA
amounts within predetermined parameters	3.2 Check records thoroughly for verification of all case material
	3.3 Correctly identify type of dispute and resolve in accordance with organisational policy and procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 2.1, 3.1, 3.2, 3.3	• Reviews and interprets text to identify and verify relevant information
Writing	1.1, 1.2, 1.3	• Uses relevant technical and specialist vocabulary to document and maintain textual and numerical information
Oral Communication	2.2, 3.1	• Engages in negotiations using structure and register appropriate to gathering and providing information • Uses clear and direct language to convey requirements, and careful listening and questioning techniques to elicit and clarify the viewpoints of others
Numeracy	1.1-1.3, 2.1, 3.1, 3.2	• Performs calculations to establish default credit levels and monitors and reviews numerical data for accuracy and compliance
Navigate the world of work	1.1, 1.2, 3.3	• Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements • Identifies and acts on issues that contravene relevant policies, procedures and legal requirements
Interact with others	2.1	• Uses a range of strategies and reads verbal and non-verbal signals to establish a sense of connection and build rapport with customers and workmates • Recognises behaviours and triggers that contribute to conflict and implements strategies to moderate conflict
Get the work done	1.2, 1.3, 2.1, 3.2, 3.3	• Makes low-impact decisions within familiar situations, based on a range of predefined or routine solutions, and evaluates the effectiveness of the outcome • Plans and implements routine tasks and workload, making limited decisions on sequencing, timing and collaboration, and seeks assistance in setting priorities

		•	Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSCRD302 Monitor and control accounts receivable	FNSCRD302A Monitor and control accounts receivable	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe

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