



Australian Government

Assessment Requirements for FNSCRD311 Process applications for credit

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:

- process credit applications for at least three different customers.

In the course of the above, the candidate must:

- obtain all required information from the customer to reach an outcome on the application
- record and verify application details
- assess applications following legislative requirements, industry codes of practice and organisational credit policy and procedures
- record all digital information in a manner compliant with industry and organisational data security and safety standards.

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:

- applicable credit legislation, statutory requirements and industry codes of practice, covering:
 - consumer credit
 - personal property securities
 - privacy
- organisational policies and procedures that relate to credit assessments, data security and customer service
- organisation's processes and protocols related to escalating credit applications
- features of credit products and their application requirements
- methods of obtaining and checking information from applicants
- information and customer data required to assess credit applications and set the credit terms and limits

- organisations key personnel.

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:

- common office equipment, technology and consumables
- credit product information
- software systems and data
- organisational and industry policy and procedures
- financial services legislation required to produce the performance and knowledge evidence.

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>