Assessment Requirements for FNSCRD403 Manage and recover bad and doubtful debts

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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:

- communicate effectively with customers, following organisational guidelines and legislative requirements in explaining the implications of outstanding debt and alternative payment arrangement options
- apply strong negotiation skills to resolve disputes, queries and problems
- use data entry and recording systems accurately.

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:

- explain the key steps or actions in the legal debt recovery process
- outline the key features of organisational credit policy
- identify and explain legislative requirements relevant to debt recovery
- describe the key features of complaint resolution processes and complaint handling procedures
- outline the roles of the various alternative dispute resolution schemes and services
- explain the key requirements of legislation relating to credit and recovery of bad debts.

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 relating to debt recovery.

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