



Australian Government

**Assessment Requirements for FNSCRD404
Utilise the legal process to recover
outstanding debt**

Release: 1

Assessment Requirements for FNSCR404 Utilise the legal process to recover outstanding debt

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:

- effectively implement organisational debt recovery policy
- analyse and clarify information required to action debt recovery
- accurately prepare debt recovery briefs for legal practitioners and record outcomes.

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:

- identify and explain key features of organisational policy and procedures relevant to credit management and debt recovery
- explain relevant legislative requirements relating to debt recovery
- explain the current range of legal options for debt recovery
- provide an overview of possible outcomes of legal proceedings
- outline a range of service providers that may be used in debt recovery.

Assessment Conditions

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

- common office equipment, technology and consumables
- credit product information
- relevant software systems and data
- legislative information and organisational policy and procedures for 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>