



**Australian Government**

# **Assessment Requirements for FNSCRD415 Manage overdue customer accounts**

**Release: 1**

# Assessment Requirements for FNSCR415 Manage overdue customer accounts

## Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0. Supersedes and is equivalent to FNSCR405 Manage overdue customer accounts.

## 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:

- identify and establish resolution of at least two overdue customer accounts.

In the course of the above, the candidate must:

- use the data entry and reporting system correctly to identify and monitor overdue accounts.

## 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:

- organisational policies and procedures relevant to managing overdue customer accounts
- organisational policy changes that reflect current developments in the credit management sector
- steps or actions in legal debt recovery processes
- legislative requirements relating to overdue account review and management
- communication strategies that can be used when managing overdue customer accounts.

## 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:

- office equipment, consumables and technology, including software systems

- credit product information
- overdue customer account information and data
- organisational policies and procedures for payment recovery.

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>