



**Australian Government**

# **FNSCRD415 Manage overdue customer accounts**

**Release: 1**

## FNSCRD415 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 FNSCRD405 Manage overdue customer accounts.

### Application

This unit describes the skills and knowledge required to identify customer accounts that have outstanding payments, and establish agreements that are monitored for compliance or further action.

The unit applies to individuals who use a range of organisational and communication skills to plan, manage and monitor their work. This unit may be adapted to meet a range of debt recovery and debt management job roles.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those requirements.

### Unit Sector

Credit management

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify customers requiring collection activity	1.1 Establish and apply process for regularly monitoring organisational reporting system for possible overdue accounts 1.2 Access relevant customer information and retrieve records 1.3 Review overdue accounts and customer credit histories according to organisational policies and procedures, and relevant legislation
2. Establish contact with customers	2.1 Determine appropriate communication with customers to collect outstanding payments according to organisational

ELEMENT	PERFORMANCE CRITERIA
	<p>policies and procedures</p> <p>2.2 Obtain approval to initiate communication with customers from authorised personnel in the organisation and inform other relevant external parties</p> <p>2.3 Establish rapport with customers and ensure all communication complies with relevant legislation and organisational policies and procedures</p> <p>2.4 Advise purpose of contact clearly and comprehensively to customers according to legislative requirements</p>
3. Implement process for resolution of outstanding payments	<p>3.1 Advise customers of possibility of legal action and any other implications if outstanding payments are not resolved</p> <p>3.2 Use appropriate techniques to achieve resolution and record conversation outcomes</p> <p>3.3 Determine and schedule further action to be undertaken in relation to outstanding payment matters</p>
4. Monitor agreements and confirm adherence	<p>4.1 Establish process for regularly reviewing identified accounts and ensuring that payments are received according to agreed arrangements</p> <p>4.2 Address breaches of agreements according to organisational policies and procedures, and legislative requirements</p> <p>4.3 Refer outstanding payment matters to appropriate personnel as required</p>

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

SKILL	DESCRIPTION
Numeracy	<ul style="list-style-type: none"> <li>• Uses a range of mathematical skills to interpret accounting records for breaches and calculate overdue amounts</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>• Clearly articulates requirements using language, tone and pace appropriate to audience and environment</li> <li>• Uses careful listening and questioning techniques to negotiate and confirm mutual understanding of the agreement</li> <li>• Uses a range of strategies and reads verbal and non-verbal signals to establish a sense of connection and build rapport with customers</li> </ul>
Reading	<ul style="list-style-type: none"> <li>• Evaluates relatively complex texts and other information to determine if action is required</li> </ul>

<b>SKILL</b>	<b>DESCRIPTION</b>
Writing	<ul style="list-style-type: none"><li>Documents actions and required information using clear and detailed language specific to purpose of a range of communications with customers and external entities</li></ul>
Technology	<ul style="list-style-type: none"><li>Completes work tasks and provides information using the main features and functions of organisation-supported digital tools</li></ul>

## Unit Mapping Information

Supersedes and is equivalent to FNSCRD405 Manage overdue customer accounts.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>