Assessment Requirements for FNSCRD504 Manage the credit relationship

Release: 1

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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:

- follow organisational policy and procedures and comply with relevant legislation when dealing with clients in difficult circumstances and, where relevant, terminating the credit relationship
- assess client accounts for credit risk by considering credit risk and environmental factors
- respond considerately to clients when managing debt matters, taking difficult circumstances into consideration
- maintain all records and dispose of appropriately as required.

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:

- describe credit risk and environmental factors
- outline effective performance management techniques
- explain current organisational policy and procedures for credit risk identification and risk management
- explain the interrelationship between debt recovery and business strategy
- describe relevant legislative requirements, industry regulations and code of conduct in relation to credit management.

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:

- organisational policy, procedures and legislation relevant to credit risk factoring and invoice discounting
- common office equipment, technology and consumables
- credit product information
- relevant software systems and data.

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