



Australian Government

FNSCUS311 Respond to customer enquiries

Release: 1

FNSCUS311 Respond to customer enquiries

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Application

This unit covers the skills and knowledge required to determine, confirm and provide a comprehensive answer to customer enquiries about financial products or services.

It applies to individuals who effectively communicate specialised information within a primary customer contact role in a financial service environment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Customer service

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. Obtain type of enquiry and details of customer	1.1 Identify characteristics of enquiry and document all customer details 1.2 Determine whether enquiry is within scope of individual's responsibility or to be escalated to senior authority 1.3 Identify whether customer is dissatisfied and follow the procedures set by the organisation to address dissatisfaction if required 1.4 Provide a response to customer according to organisational procedures and protocols 1.5 Determine next steps and inform customer of details and expected timeframes
2. Arrange response to enquiry	2.1 Identify sources of information required to produce a response 2.2 Organise information to provide response in line with

ELEMENT	PERFORMANCE CRITERIA
	organisational procedures, guidelines and authorities
3. Communicate information to customer	3.1 Provide a comprehensive and clear response to customer 3.2 Confirm that the response satisfies customer needs 3.3 Determine if there are further queries from the customer and address according to organisational procedures and protocols
4. Update required records	4.1 Collect information on nature and frequency of enquiries for evaluation as set out in organisational procedures and protocols 4.2 Record details of enquiry as required by organisational procedures

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
Reading	Interprets and analyses information from a range of texts including customer communication, organisational documentation and legislation
Writing	Prepares documentation and correspondence according to organisational formats using clear language, grammar, spelling and terminology
Oral Communication	- Speaks clearly using tone and pace intended for the audience and purpose - Uses questioning and active listening skills to check understanding - Follows accepted communication practices and protocols, adjusting personal communication style in response to the values, beliefs and cultural expectations of others - Communicates to customers courteously and encourages an ongoing relationship
Numeracy	Interprets and comprehends a range of mathematical information that is embedded in familiar and routine texts
Self-management	- Understands roles and responsibilities of own role and makes basic decisions on work completion parameters - Follows organisational policy, procedures and protocols, and legislative requirements required to perform own role - Plans and implements routine tasks and workload, making limited decisions on sequencing and timing

Skill	Description
Initiative and enterprise	• Responds to predictable and routine customer service problems and implements solutions • Applies conflict-resolution skills when responding to customer complaints and dissatisfaction
Technology	• Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Supersedes and is equivalent to FNSCUS301 Respond to customer enquiries.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Companion Volume Implementation Guide is found on VETNet -

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