



Australian Government

Assessment Requirements for FNSCUS402 Resolve disputes

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:

- identify, investigate and obtain all relevant information relating to the dispute
- apply dispute resolution and negotiation techniques effectively
- settle disputes in the financial services industry in line with organisational policy and procedures, and relevant industry and legislative requirements.

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:

- outline the possible grounds for dispute
- explain current industry compliance requirements and dispute settling procedures and requirements
- describe current organisational policy and procedures
- identify and explain key requirements of legislation relevant to dispute resolution
- explain effective negotiation principles and dispute resolution practices
- outline the role and process for referring disputes to formal conciliation.

Assessment Conditions

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

- common office equipment, technology, software and consumables
- financial services product information
- information about workplace disputes.

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>