



Australian Government

**Assessment Requirements for FNSMCA401
Develop and document case
recommendations**

Release: 1

Assessment Requirements for FNSMCA401 Develop and document case recommendations

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:

- assemble appropriate debt collection case information into a format required by clients, with outcomes identified
- compile reports that effectively communicate recommendations
- interpret and comply with legislative requirements, industry regulation and organisational policy and procedures when developing and documenting case recommendations
- present and explain report and verify recommendations with clients to gain their agreement.

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 key requirements of relevant state or territory and Commonwealth legislation relating to documenting debt collection case information and developing recommendations
- outline organisational policy and procedures and legal obligations underpinning credit management functions and their relationship to mercantile agents
- describe the different format of reports
- role of the Australian Securities and Investments Commission (ASIC) in relation to:
 - businesses
 - principles of limited liability
 - subpoenas
 - insolvency and bankruptcy
 - principles of association under the Associations Reform Incorporation Act
 - principles and obligations of trusts

- outline the role, procedures and relevant documentation of the various relevant court jurisdictions and appeals procedures
- explain securities principles:
 - factoring
 - guarantees
 - indemnity
 - securities over property
 - retention
 - liens.

Assessment Conditions

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

- office equipment, technology, software and consumables
- relevant legislation and industry codes of practice in the mercantile agent field.

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>