Australian Government

FNSMCA401 Develop and document case recommendations

Release: 1

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.

Application

This unit describes the skills and knowledge required to develop, compile and document recommendations from debt collection cases.

It applies to individuals who are required to develop and document case recommendations as part of their role as a mercantile agent in debt management and collection.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Mercantile agents

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Assemble information	1.1 Gather and review debt collection case information for relevance to format of report required by client 1.2 Check debt collection case information for accuracy, relevance and compliance with legislative requirements 1.3 Collate appropriate debt collection case information into logical and coherent outcome
2. Compile report and recommendations	2.1 Determine recommendation for further action, or no action, based on outcome, taking into account requirements and expectations of client 2.2 Produce report with recommendations in format instructed by

ELEMENT	PERFORMANCE CRITERIA
	client
3. Verify recommendations with client	3.1 Present and discuss contents of report with client, clarifying any of client's queries and issues arising from report
	3.2 Finalise and provide report to client when recommendations are agreed on

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1	• Interprets, analyses and consolidates information from a variety of sources to determine and confirm relevance
Writing	2.2, 3.2	• Drafts reports and letters in appropriate formats which include appropriate recommendations for action and outcomes for the client's consideration
Oral Communication	1.1, 3.1, 3.2	• Uses clear and appropriate language to present or explain recommendations • Uses careful listening and questioning techniques to clarify understanding and elicit all relevant information
Navigate the world of work	1.2	• Takes responsibility for complying with legal obligations, industry and organisational codes of practice, and ethical principles
Interact with others	3.1, 3.2	• Selects the appropriate form, channel and mode of communication to liaise with others, gain agreement and share information
Get the work done	1.1, 1.2, 2.1, 2.2, 3.2	• Adopts efficient and effective organisational and time management skills to sequence tasks, meet timelines and arrange meetings • Clearly and thoroughly analyses and synthesises information to compile reports and make decisions about appropriate recommendations for clients • Uses formal processes to monitor implementation of solutions, reflect on outcomes and finalise documentation • Uses digitally based technologies and software

		packages to complete work requirements

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSMCA401 Develop and document case recommendations	FNSMCA401A Develop and document case recommendations	Updated to meet Standards for Training Packages. Minor rewording to clarify intent of performance criteria.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe

PwC's Skills for Australia