Australian Government

FNSMCA413 Identify and manage individuals experiencing hardship

Release: 1

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Modification History

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

Application

This unit describes the skills and knowledge required to identify and manage individuals facing financial hardship and in vulnerable situations. It includes reviewing and confirming hardship applications, reporting outcomes back to the client and monitoring the agreement for any breaches.

The unit applies to individuals who engage with debtors in the recovery of outstanding debts.

Note

The term “debtor’ in this unit relates to any customer who may have a debt to an organisation.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those 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. Identify individual’s situation and prepare for hardship application	1.1 Identify that individual is experiencing hardship 1.2 Identify reasons for individual’s hardship 1.3 Identify and distribute hardship application and communicate to individual list of supporting documents required according to organisational policies and procedures 1.4 Communicate rights to individual for contacting bank and financier according to legislative and regulatory requirements

ELEMENT	PERFORMANCE CRITERIA
2. Review and confirm hardship application	2.1 Discuss individual's hardship application with required stakeholders 2.2 Negotiate with individual and discuss potential outcomes of hardship application 2.3 Confirm outcome of application and advise individual of terms of agreement according to organisational policies and procedures 2.4 Notify client of hardship arrangement outcome
3. Monitor progress of arrangement	3.1 Liaise with client to monitor and identify breach of agreement and issue breach notices as required 3.2 Identify need for commencement of repossession or legal processes as required

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
Numeracy	• Accurately analyses, records and stores data according to organisational requirements • Calculates debt status and settlement payments
Oral communication	• Uses language and concepts appropriate to audience and purpose to convey and clarify information • Uses questioning and active listening to determine and confirm process recipients' identity
Reading	• Interprets documentation from a variety of sources • Confirms documentation is accurate and complies with legal obligations
Planning and organising	• Sequences tasks, meets timelines and arranges meetings • Analyses information and task requirements, and then plans actions to achieve best results within given parameters
Self-management	• Adheres to organisational policies, procedures and specified legal and ethical requirements relevant to own work context
Problem solving	• Initiates standard procedures when responding to familiar problems within own work context
Technology	• Uses digitally based technologies and software packages to complete work requirements

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe