Assessment Requirements for FNSRTS306 Process customer transactions

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:

- provide responsive customer service and accurate information relating to account transactions
- check and verify customer details in accordance with the organisation's customer identification process
- process transactions in an accurate and timely manner, and clarify customer queries clearly
- assess transaction activity reports to ensure accuracy and completeness, and resolve errors according to organisational process
- follow customer complaint and dispute resolution policy and procedures
- maintain and apply knowledge of range of products, features and fees.

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 the key features of organisational products
- outline the key features of policies and procedures relating to customer account service and techniques
- outline the key steps and reasons for security checking procedures and escalation of suspicious matters
- identify the key operational features and maintenance requirements of equipment used in processing customer transactions.

Assessment Conditions

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

- common office equipment, technology, software and consumables
- financial services product information
- integrated financial transaction system – equipment and data.

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

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