



**Australian Government**

# **FNSRTS306 Process customer transactions**

**Release: 1**

## FNSRTS306 Process customer transactions

### 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 process basic financial transactions for customers in a retail financial organisation.

It applies to individuals in frontline customer services roles who use organisational skills and specialised knowledge to perform clerical services, administer financial records and respond to a range of queries.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Unit Sector

Financial retail services

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Provide customer service	<p>1.1 Greet and serve customer with respect and professionalism in accordance with company service standards and expectations</p> <p>1.2 Provide customer with information as required in timely, accurate and effective manner, answering any queries about transactions fully and clearly to ensure customer is appropriately informed</p> <p>1.3 Refer transactions outside knowledge or delegated authority of officer to other personnel for resolution, as required</p>
2. Process basic financial transactions	<p>2.1 Process customer transactions in accurate and timely manner using standard policies, procedures and systems</p> <p>2.2 Check documentation or systems entry to support transactions</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>for accuracy and completeness, and maintain and verify customer account and transaction details using correct procedures</p> <p>2.3 Resolve or refer customer complaints and disputes to other authorised personnel, and rectify customer accounts where necessary</p> <p>2.4 Perform accurate reconciliation of subsidiary ledgers to general ledger accounts, and levy fees appropriate to transaction in accordance with standard procedures</p>
3. Administer transaction process	<p>3.1 Analyse and respond to error records and exception reports according to standard procedures and within required timeframes</p> <p>3.2 Provide activity reports, monitoring nature and level of transaction activity and update database records or customer files according to standard procedures and within required timeframes</p> <p>3.3 Safely and securely store customer records in accordance with standard processes, recognising requirement to protect customer privacy and commercial confidentiality</p>

## 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	2.1, 2.2, 3.1	<ul style="list-style-type: none"> <li>• Accesses information from a range of sources and interprets documents to confirm and determine requirements</li> <li>• Checks numerical data accuracy and completeness</li> </ul>
Writing	2.2-2.4, 3.1, 3.2	<ul style="list-style-type: none"> <li>• Correctly records information and completes forms, checking for accuracy of information and data</li> </ul>
Oral Communication	1.1-1.3, 3.2	<ul style="list-style-type: none"> <li>• Participates in verbal exchanges using active listening and questioning to determine requirements, respond to queries and resolve issues and conflict</li> <li>• Clearly explains and clarifies information using language, tone and pace appropriate to the audience and purpose</li> </ul>
Numeracy	2.1, 2.2, 2.4, 3.1, 3.2	<ul style="list-style-type: none"> <li>• Uses mathematical equations to calculate and check the accuracy of transactions</li> </ul>
Navigate the	1.1, 1.3, 2.1, 2.2,	<ul style="list-style-type: none"> <li>• Understands boundaries and responsibilities of role</li> </ul>

world of work	2.4, 3.1, 3.2, 3.3	and complies with explicit organisational policy and procedures required for account transactions and related customer service standards
Interact with others	1.1, 1.2, 1.3, 2.3	<ul style="list-style-type: none"> <li>• Selects and uses appropriate protocols and conventions to communicate with colleagues and customers in the conduct of a service based relationship</li> </ul>
Get the work done	1.2, 1.3, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3	<ul style="list-style-type: none"> <li>• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes</li> <li>• Responds to predictable routine problems and implements standard procedures and solutions, or refers to others as required</li> <li>• Uses the main features and functions of digital tools and systems to complete work tasks</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSRTS306 Process customer transactions	FNSRTS306A Process customer transactions	Updated to meet Standards for Training Packages	Equivalent unit

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>