



Australian Government

**Assessment Requirements for FNSRTS307
Maintain Automatic Teller Machine (ATM)
services**

Release: 1

Assessment Requirements for FNSRTS307 Maintain Automatic Teller Machine (ATM) services

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:

- follow organisational security procedures for accessing and servicing the ATM
- perform required maintenance activities efficiently and according to organisational procedures, including clearing retained cards and reject notes, replacing receipt rolls and cleaning
- accurately check cash balances and records, and correctly implement the stock replenishment process.

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:

- identify the key requirements of legislation and industry codes of practice relevant to ATM operations including:
 - National Credit Code
 - privacy legislation
 - credit legislation
- describe the key features of policies and procedures in regard to ATM maintenance
- describe the key steps and procedures for ATM maintenance:
 - restocking, replenishing and cleaning
 - fault diagnosis and checking
 - security checking
 - record checking and record keeping.

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
- ATM equipment and consumables.

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>