



**Australian Government**

# **Assessment Requirements for FNSRTS401 Manage credit card services**

**Release: 1**

# Assessment Requirements for FNSRTS401 Manage credit card 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:

- assist the client to make an application for a credit card
- check and assess the application for credit worthiness and suitability
- effectively administer and complete a credit card application or amendments to a credit card
- process card transactions, and lost, stolen, found or hot listed cards in accordance with organisational procedures
- refer to and update the card database as required.

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 managing credit card services
- describe the key features of policies and procedures in regard to electronic banking, card services and security
- identify and categorise the range of cards accepted and the operation of card databases
- outline the key steps and reasons for client verification and security checking procedures.

## 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

- credit card database, 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>