FNSRTS401 Manage credit card services

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.

Application

This unit describes the skills and knowledge required to maintain and provide credit card services.

It applies to individuals who use organisational skills and specialised knowledge to perform clerical services, maintain financial records and respond to a range of clients.

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
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Commence credit card application process	1.1 Provide client with information on credit cards, including their benefits, usage, terms and conditions, and explain benefits and uses of relevant cards to ensure appropriate match with their needs 1.2 Answer queries about terms, conditions and costs fully and clearly to ensure clients are appropriately informed 1.3 Gather information from client as required and use standard procedures to support application for credit card
2. Check and process credit card applications	2.1 Check information provided in accordance with standard procedures for authenticity, accuracy and completeness 2.2 Conduct credit scoring using standard systems and procedures to ascertain credit worthiness and determine client suitability for

ELEMENT	PERFORMANCE CRITERIA
	product
	2.3 Complete and process application in accordance with standard procedures and notify client of approval or disapproval of their application
	2.4 Use standard procedures to issue client with credit cards despatched to branch for collection by authorised person or cardholder, or sent by mail
3. Process card transaction	3.1 Consult or refer to other personnel to determine if further details are required
	3.2 Process card transactions in accordance with organisational card security policy and procedures
	3.3 Process complaints and enquiries in accordance with industry codes of conduct for captured and hot listed cards
4. Administer card database	4.1 Administer card database in accordance with organisational policy and procedures
	4.2 Identify and process duplicate transactions and charge-backs according to organisational policy and procedures
	4.3 Check card security procedures to ensure appropriate procedures are in place

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, 4.2, 4.3	• Accesses and interprets documents from a range of sources to determine key features of products and services, and to confirm and determine requirements relating to work processes
Writing	1.1-1.3, 2.3, 2.4, 3.1, 3.3	• Correctly records information and completes forms, checking for accuracy of information and data
Oral Communication	1.1-1.3, 2.3, 3.1, 3.3	• Participates in verbal exchanges using active listening and questioning to explain and clarify requirements, and respond to queries and feedback • Clearly explains and clarifies information using

		language, tone and pace appropriate to the audience and purpose
Numeracy	1.1-1.3, 2.1, 2.2	• Uses mathematical equations to perform and check accuracy of non-cash transaction calculations and credit card transaction requirements
Navigate the world of work	1.3, 2.1, 2.2, 2.3, 2.4, 3.2, 3.3, 4.1, 4.2	• Recognises and complies with all organisational policy and procedures and relevant regulatory codes and practice within own work role
Interact with others	1.1, 1.2, 1.3, 3.1	• Uses correct communication practices and protocols to elicit and share information with clients and to consult with relevant personnel
Get the work done	1.1, 1.3, 2.1, 2.2, 2.3, 2.4, 3.2, 3.3, 4.1, 4.2, 4.3	• Plans, organises, and administers credit card services efficiently for effective outcomes in compliance with organisational policy, procedures and regulatory requirements • Responds to complaints and enquiries, and manages transaction anomalies using defined standards and practice • Uses the main features and functions of digital tools and systems to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSRTS401 Manage credit card services	FNSRTS401A Manage credit card services	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