



Australian Government

Department of Education, Employment and Workplace Relations

FNSMERC304B Locate subjects

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the functions associated with locating subjects.

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Application of the Unit

This unit requires the application of research, analytical and investigative skills to determine the location of subjects, and written and oral communication and reporting skills.

Demonstration of perception and intuition in determining and assessing lines of approach should be assessed.

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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

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Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the Element. **Bold, italicised** terms are elaborated in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

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Elements and Performance Criteria

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Element	Performance Criteria
1 Research/investigate case	1.1 Client's written instructions are accurately and clearly interpreted
	1.2 Preliminary searches for subjects are thoroughly and comprehensively completed
	1.3 All appropriate mercantile data is checked for relevant information
2 Conduct searches/enquiries	2.1 Field calls are made as directed by client and meet legislative requirements
	2.2 Address is checked when necessary and any further leads are persistently followed to ascertain whereabouts of individual
	2.3 Alternative lines of approach are developed and assessed to determine the most effective and applicable one
	2.4 Searches are conducted in a reasonable time period as specified by client
	2.5 Detailed field notes on times, dates, occurrences and results are accurately maintained to obtain the best result from searches
3 Formulate/report recommendations	3.1 Information gathered is reviewed and ordered
	3.2 Results of review of the information are used to determine a strategy for action

- 3.3 Documentation of outcomes is clear, concise and is made accessible to all relevant staff
- 3.4 Links between the outcomes and the analysis of the debtor information are proposed as a basis for further action or non-action
- 3.5 Relevant reports are completed without delay and disseminated to appropriate staff and management

Required Skills and Knowledge

REQUIRED KNOWLEDGE&SKILLS

Knowledge requirements include:

basic knowledge of all relevant State and Commonwealth Acts

occupational health and safety (OH&S) practices

Skills requirements include:

demonstrates current techniques of search and locating defaulters

ability to liaise effectively with a range of clients

negotiation and dispute resolution skills

clear and accurate observation and analytical skills

effective written communication skills and appropriate report and letter writing

effective telephone techniques

Evidence Guide

EVIDENCE GUIDE

Assessment of performance requirements in the unit should be undertaken in an industry context. The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for the unit. Competency is demonstrated by performance of all stated criteria including the Range Statement applicable to the workplace.

OVERVIEW OF ASSESSMENT REQUIREMENTS

To achieve competency in this unit, a person must be able to demonstrate:

good application of prior experience in searches and problem solving, such as patterns of behaviour and incidents, or trends, which indicate areas for investigation

developing constructive responses when confronted with problems and difficulties

to operate reliably at all times and an awareness of client and community concerns

maintaining knowledge of current legislative requirements and general developments in process servicing

ability to liaise and cooperate with a variety of people

CRITICAL ASPECTS OF EVIDENCE

Evidence required for demonstration of consistent performance:

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statement and contexts applicable to the work environment.

Delivery/assessment relationship to other units:

This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for the unit, or a cluster of units of competency.

ASSESSMENT REQUIREMENTS

Method of assessment:

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning

on underpinning knowledge and skills and other methods as required.

Context of assessment:

This unit may be assessed through practical demonstration in an actual work environment or simulation of such an environment.

Resources required for assessment:

Assessment of this unit of competence requires access to:

qualified assessors and assessment guidelines

a system which facilitates recording of trainee' profiles and progress

facilities for workplace or simulated environment assessment.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. If **bold italicised** text is shown in Performance Criteria, details of the text are provided in the Range Statement.

Clients may include:

- banks
- building societies
- credit unions
- employers (managers, supervisors, team leaders)
- finance companies
- financiers
- government agencies
- private companies
- other commercial agents
- solicitors

Searches may include:

- public telephone directories
- current electronic White Pages
- reverse order computerised telephone directories
- electoral rolls
- titles office/council records
- motor vehicle registrations
- Australian Securities and Investments Commission (ASIC) information
- Freedom of Information (F.O.I) Acts - Commonwealth and State
- credit files (where Privacy Act allows)
- Consumer Affairs records
- Business Licence Centre
- State and Supreme Courts Library
- rates searches
- databases

Mercantile data may include:

agency file systems, including other commercial agencies
law enforcement/prosecution agencies
industry associations
standards setting organisations
audit records
past investigations

Field calls may involve:

knocking on residence door within legal timeframes to establish whereabouts of people or particular assets
making demand for payment
establishing the financial status of a subject
making specific enquiries for the client (lawyers, financiers and other agencies)

Subjects may include:

debtors
persons subject to legal process

Unit Sector(s)

Not applicable.

Relationship to other units

This unit replaces FNSMERC304A.

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