



Australian Government

Department of Education, Employment and Workplace Relations

FNSMCA304A Locate subjects

Revision Number: 1

FNSMCA304A Locate subjects

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to investigate and locate subjects and determine appropriate means of approach.</p> <p>This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.</p>
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Application of the Unit

Application of the unit	This unit applies to mercantile, agent job roles.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Research/investigate case	1.1. <i>Client's</i> written instructions are accurately and clearly interpreted 1.2. Preliminary <i>searches for subjects</i> are thoroughly and comprehensively completed and all appropriate <i>mercantile data</i> are checked for relevant information
2. Conduct searches/enquiries	2.1. <i>Field calls</i> are made as directed by client that also meet legislative requirements 2.2. Address is checked when necessary and any further leads are persistently followed to ascertain whereabouts of <i>subject</i> and alternative lines of approach developed and assessed to determine the most effective and applicable 2.3. Searches are conducted in a reasonable time period as specified by client with detailed field notes on times, dates, occurrences and results accurately maintained to obtain the best result from searches
3. Formulate/report recommendations	3.1. Information gathered is reviewed with results used to determine a strategy for action 3.2. Outcomes are documented clearly and concisely then made accessible to all relevant staff 3.3. Links between the outcomes and the analysis of the debtor information are proposed as a basis for further action or non-action 3.4. Relevant reports are completed without delay and disseminated to appropriate staff and management

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- well-developed communication skills to:
 - determine and confirm client requirements, using questioning and active listening as required
 - effectively use telephone investigation techniques
 - negotiate and resolve disputes
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- literacy skills to:
 - read and interpret documentation from a variety of sources and recording, gathering and consolidating investigation information
 - draft reports and letters
 - interpret and comply with legal and ethical principles and obligations,
- well-developed research and analysis skills to locate subjects and determine appropriate approaches that comply with legal obligations, industry and organisational codes of practice and ethical principles
- IT skills for:
 - accessing and using appropriate software such as spreadsheets and databases
 - using internet search systems
- organisational skills, including the ability to plan and sequence work

Required knowledge

- all relevant State and Commonwealth Acts
- legal obligations on investigative processes
- search techniques and relevant databases

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • apply prior experience in searches and problem solving, such as patterns of behaviour and incidents, or trends, which indicate areas for investigation • develop constructive responses when confronted with problems and difficulties • operate reliably at all times and an awareness of client and community concerns • interpret and comply with current legislative requirements and general developments in process servicing.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • competency is demonstrated in the context of the financial services work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment • access to and the use of a range of common office equipment, technology, software and consumables • access to relevant information databases for locating subjects • access to relevant legal, industry and organisation documentation.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:</p> <ul style="list-style-type: none"> • evaluating an integrated activity which combines the elements of competency for the unit or a cluster of related units of competency • observing processes and procedures in workplaces or role plays • verbal or written questioning on underpinning knowledge and skills • setting and reviewing simulations or scenarios • accessing and validating third party reports.
Guidance information for assessment	

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that 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) may also be included.

<p><i>Clients</i> may include:</p>	<ul style="list-style-type: none"> • banks • building societies • credit unions • employers: <ul style="list-style-type: none"> • managers • supervisors • team leaders • finance companies • financiers • government agencies • other commercial agents • private companies • solicitors.
<p><i>Searches for subjects</i> may include:</p>	<ul style="list-style-type: none"> • Australian Securities and Investments Commission (ASIC) information • Business Licence Centre • Consumer Affairs records • credit files (where Privacy Act allows) • electronic White Pages • databases • electoral rolls • Freedom of Information (FOI) Acts - Commonwealth and State or Territory • motor vehicle registrations • public telephone directories • rates searches • reverse order computerised telephone directories • State Library and Supreme Court library • titles office and council records.
<p><i>Field calls</i> may involve:</p>	<ul style="list-style-type: none"> • establishing the financial status of a subject • knocking on residence door within legal timeframes to establish whereabouts of people or particular assets

RANGE STATEMENT	
	<ul style="list-style-type: none"> • making demand for payment • making specific enquiries for the client to: <ul style="list-style-type: none"> • lawyers • financiers • other agencies.
<i>Mercantile data</i> may include:	<ul style="list-style-type: none"> • agency file systems, including other commercial agencies • audit records • industry associations • law enforcement or prosecution agencies • past investigations • standards setting organisations.
<i>Subjects</i> may include:	<ul style="list-style-type: none"> • debtors • persons subject to legal process.

Unit Sector(s)

Unit sector	Mercantile agents
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		