



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FNSRTS307A Maintain Automatic Teller Machine (ATM) services**

**Revision Number: 1**

## FNSRSTS307A Maintain Automatic Teller Machine (ATM) services

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to stock, regularly service, maintain security and balance takings for ATMs.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>This unit may apply to job roles within branches and other service outlets of a financial institution utilising ATM services.</p>
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	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. Restock and service ATM machines	<p>1.1. ATMs are <b>restocked</b> and serviced in accordance with correct procedure and <b>key information displayed</b> at machine is verified to ensure it is current and legible</p> <p>1.2. <b>Action cards</b> are handled according to <b>organisation's policies and procedure</b></p> <p>1.3. ATM machines are cleaned and checked to ensure they are functioning correctly with any faults and malfunctions identified and <b>corrective action</b> initiated to resolve faults in a timely manner</p>
2. Replenish and balance cash in ATM	<p>2.1. Cash in ATM is checked to ensure it complies with organisation policies and procedures for cash levels</p> <p>2.2. Cash is counted and entered on cash recording documentation with cash balance records in machines verified for accuracy and made available to <b>authorised personnel</b></p> <p>2.3. Deposits made through ATMs are processed or actioned in accordance with organisation's policies and procedures</p> <p>2.4. Discrepancies between machine tape records and cash are actioned, or referred to authorised personnel in accordance with organisation's policies and procedures</p>
3. Maintain security of ATM cash	<p>3.1. ATM cartridges are replenished in a secure area and confidentiality of access to machine cash is maintained</p> <p>3.2. Restocking and servicing of ATM is timed to comply with security guidelines</p> <p>3.3. Alteration of access to a machine is recorded in the correct format and authorised personnel notified</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- communication skills to:
  - determine and confirm work requirements, using questioning and active listening as required
  - report and take instructions from authorised personnel
  - liaise with others, share information, listen and understand
  - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
  - balance cash and calculate cash and non-cash transaction totals
  - access and use computer-based databases and systems
- problem solving skills to address ATM servicing and security issues
- literacy skills to read documents and complete forms and records accurately
- organisational skills, including the ability to plan and sequence work
- teamwork skills to work cooperatively with others
- self-management skills for complying with organisational procedures and requirements

#### Required knowledge

- industry codes of practice including:
  - Consumer Credit Code
  - Privacy Act
  - Credit Act
- policies and procedures in regard to electronic banking and security
- security checking procedures
- procedures for ATM:
  - restocking
  - fault diagnosis and checking
  - security
  - record checking and record keeping
- the operation and maintenance of equipment which may include:
  - security equipment
  - transaction terminals
  - numerical display boards
  - calculators
  - scanners

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<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>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• precisely check cash balances</li> <li>• efficiently and effectively complete all ATM operations</li> <li>• apply all security guidelines relating to use of ATMs.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• access to and the use of a range of common office equipment, technology, software and consumables</li> <li>• access to ATM equipment and consumables.</li> </ul>
<b>Method of assessment</b>	<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"> <li>• evaluating an integrated activity which combines the elements of competency for the unit or a cluster of related units of competency</li> <li>• verbal or written questioning on underpinning knowledge and skills</li> <li>• accessing and validating third party reports.</li> </ul>
<b>Guidance information for assessment</b>	

## Range Statement

<b>RANGE STATEMENT</b>	
<p>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>	
<p><b><i>Restocking</i></b> ATMs includes:</p>	<ul style="list-style-type: none"> <li>• machine stationery</li> <li>• identifying customer reports or complaints of errors and machine faults.</li> </ul>
<p><b><i>Key information displayed</i></b> on ATM machines may include:</p>	<ul style="list-style-type: none"> <li>• cards accepted</li> <li>• contact numbers</li> <li>• hours of operation</li> <li>• instructions.</li> </ul>
<p><b><i>Action cards</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• damaged</li> <li>• expired</li> <li>• stolen cards.</li> </ul>
<p><b><i>Organisation's policies and procedures</i></b> may be in regard to:</p>	<ul style="list-style-type: none"> <li>• administrative and clerical systems</li> <li>• product/account and service range</li> <li>• range of responsibility</li> <li>• size, type and location of branch</li> <li>• types of equipment used.</li> </ul>
<p><b><i>Corrective action</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• displaying notice of fault and delay</li> <li>• machine fault:               <ul style="list-style-type: none"> <li>• diagnosing</li> <li>• correcting</li> <li>• testing</li> <li>• recommissioning</li> </ul> </li> <li>• referring of problems to other personnel.</li> </ul>
<p><b><i>Authorised personnel</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• employees</li> <li>• relevant accounting personnel</li> <li>• supervisors and managers.</li> </ul>

## Unit Sector(s)

<b>Unit sector</b>	Financial retail services
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## Competency field

<b>Competency field</b>	
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## Co-requisite units

<b>Co-requisite units</b>		