



**Australian Government**

# **Assessment Requirements for SIRWFIN001**

## **Complete debtor processes**

**Release: 1**

# Assessment Requirements for SIRWFN001 Complete debtor processes

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- use business technology and systems to:
  - check and confirm current credit level and trading terms and complete routine debt recovery processing for four different customers
  - process customer payments in three different forms
  - follow correct procedure for reporting breaches of customer credit limits and trading terms for three different situations
- provide clear and accurate payment information to four different customers.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures for:
  - debtor processes:
    - use and storage of customer account information
    - establishing customer needs and trading terms
    - identifying credit levels, trading terms and payment status
    - checking debit history for a customer
    - administering and processing debtor accounts
    - different forms of payment
    - processing and debt recovery
    - identifying bad debts
    - confirming debt payment terms and procedures
    - debt recovery and financial governance
  - use of technology:
    - privacy, confidentiality and security provisions affecting data storage, communication of information and access to technology
  - internal communication:
    - management structure and communication relationships
    - approval processes

- referring enquiries to more senior colleagues
- external communication:
- standards for customer interaction
- key aspects of legislation that impact routine debt collection tasks, including:
  - application of Goods and Services Tax (GST)
  - Australian Competition and Consumer Commission (ACCC) provisions
  - Australian Consumer Law
  - privacy legislation
- interpersonal communication techniques:
  - active listening and questioning
  - communication methods which convey information clearly and concisely.

## Assessment Conditions

Skills must be demonstrated in a wholesale environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- a computerised business financial system, associated documentation and customer records
- organisational policies and procedures for financial administration
- customers these can be:
  - individuals in an industry workplace, or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>