



Australian Government

Assessment Requirements for BSBCUE305 Process credit applications

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply organisational credit procedures to determine customer capacity to pay
- discuss and explain non-approval to customers
- negotiate credit terms and payment arrangements with customers.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline credit and debt-recovery principles and techniques
- identify financial delegations and limits applied, within organisation and specific to role
- identify legislative, regulatory and industry code requirements for credit approval processes
- identify organisational credit management policies and procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations – customer engagement field of work and include access to:

- organisational credit management policies and standard operating procedures
- relevant information on legislation, regulations, standards codes of practice
- workplace information and data.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>