



Australian Government

BSBCUE305 Process credit applications

Release: 1

BSBCUE305 Process credit applications

Modification History

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

Application

This unit describes the skills and knowledge required to handle credit applications or arrangements for customers with no credit rating or a poor credit rating, and negotiation of various outcomes with customers.

It applies to individuals who apply a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge, and who may provide technical advice and support to a team.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Stakeholder Relations – Customer Engagement

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Review and evaluate credit application	1.1 Review application to determine customer details and amount of credit required 1.2 Check existing customer records for payment history and credit standing 1.3 Obtain customer credit rating according to credit management procedures 1.4 Establish customer's credit rating and ability to repay credit advances
2 Process credit	2.1 Approve or decline application according to organisational

ELEMENT	PERFORMANCE CRITERIA
application	policy and relevant legislation, codes, regulations and standards 2.2 If declining, explain decision to the customer and discuss alternative arrangements as necessary 2.3 Advise customer of appeal rights where appeal provisions exist and apply
3 Negotiate credit application details	3.1 Negotiate and agree payment arrangements with customer where credit approval is granted 3.2 Escalate difficulties experienced in customer negotiations according to organisational policy
4 Complete administrative arrangements	4.1 Complete and forward appropriate documentation to customer 4.2 Organise credit arrangements and record details according to organisational policy and legislative requirements 4.3 Notify customer of payment arrangements according to organisational procedures 4.4 Regularly monitor and follow up customer commitments 4.5 Resolve outstanding issues relating to credit application in an efficient and timely manner

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3	Recognises and interprets textual information from relevant sources to determine customer requirements and position
Writing	2.1, 4.1-4.3	Prepares specific information using different formats which conveys an understanding of outcomes and alternatives and uses terminology appropriate to intended audience
Oral Communication	2.1-2.3, 3.1, 4.4	Articulates clearly using specific and relevant language suitable to audience to convey requirements, and listening and questioning to confirm understanding
Numeracy	1.1, 1.2, 1.4, 2.1,	Interprets numerical information and applies basic mathematical calculations relating to current and

	3.1, 4.2	future financial scenarios Extracts, evaluates and compares numerical information
Navigate the world of work	1.3, 2.1, 3.2, 4.2, 4.3	Appreciates implications of legislative and organisational requirements related to assessment and administration of credit applications
Interact with others	3.1, 3.2	Selects and uses appropriate conventions and protocols in negotiations with customers
Get the work done	1.4, 4.1-4.5,	- Plans and implements credit application tasks, accepting stated goals and aiming to achieve them efficiently - Uses formal decision-making processes to establish credit rating and customer capacity to meet obligations - Monitors customer payments to identify and resolve familiar problems promptly - Uses familiar digital systems and tools to access, organise, analyse and display information relevant to credit administration

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE305 Process credit applications	BSBCCO305B Process credit applications	Updated to meet Standards for Training Packages Code changed to reflect industry practice	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for BSBCUE305 Process credit applications

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>