



Australian Government

Assessment Requirements for FNSACM301 Administer financial accounts

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- validate account details and verify customer information
- allocate and reconcile customer payments accurately following organisational procedures
- serve customers promptly and efficiently, including handling complaints and responding to billing and account queries
- maintain accurate customer details
- accurately use data entry and recording systems.

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 basic financial transaction processes and procedures
- identify the relevant organisational policy and procedures on account management
- identify key legislative requirements covered in organisational policy and procedures relating to administering financial accounts
- describe how to handle customer queries and complaints following organisational procedures
- identify workplace health and safety (WHS) requirements relating to data entry and administrative work undertaken.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the account management field of work and include access to and use of:

- common office equipment, technology, software and consumables
- an integrated financial software system 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=c7200cc8-0566-4f04-b76f-e89fd6f102fe>