



Australian Government

FNSACM301 Administer financial accounts

Release: 1

FNSACM301 Administer financial accounts

Modification History

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

Application

This unit describes the skills and knowledge required to correctly allocate payments, reconcile accounts and maintain customer details.

It applies to individuals who may work as part of a finance or accounting team in organisations.

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

Unit Sector

Account management

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. Allocate customer payments	1.1 Allocate payments correctly to appropriate customer accounts and bank receipts according to organisational policy and procedures 1.2 Serve customers promptly and complete and process documentation quickly and accurately to maximise customer satisfaction
2. Reconcile accounts	2.1 Respond to customer billing or account queries and apply billing adjustments accurately, if required 2.2 Respond to customer complaints promptly in accordance with organisational policy
3. Maintain customer	3.1 Maintain accurate and up-to-date details on customer account

ELEMENT	PERFORMANCE CRITERIA
details	files 3.2 Check sources of customer details for reliability and verify where necessary

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, 2.1, 2.2, 3.1, 3.2	Interprets and analyses textual information to gather detailed information and confirm requirements
Writing	1.1, 1.2, 2.1, 2.2, 3.1	Records key information relevant to requirements using basic punctuation, text and correct spelling
Oral Communication	1.2, 2.1, 2.2, 3.2	- Uses listening and questioning techniques to confirm understanding of requirements - Uses clear, specific and culturally sensitive language to convey information
Numeracy	1.1, 2.1, 3.1	Accesses and checks numerical information embedded in a range of texts
Navigate the world of work	1.1, 2.2	Recognises and follows organisational protocols, policy and procedures relevant to own role
Interact with others	1.2, 2.2, 3.2	Follows accepted communication practices and protocols, adjusting personal communication style in response to the values, beliefs and cultural expectations of different customers
Get the work done	1.1, 1.2, 2.1, 2.2, 3.1, 3.2	- Plans, organises and implements tasks according to organisational requirements - Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSACM301 Administer financial accounts	FNSACM301A Administer financial accounts	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>