



Australian Government

Assessment Requirements for FNSACM311 Process and manage payments

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- process and manage at least six different payments to the correct accounts, and action at least one instance where the payment cannot be immediately allocated due to incorrect information provided.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies and procedures for:
 - processing and allocating payments received
 - managing routine customer queries
 - updating and maintaining financial and personal data
 - processing financial transactions
 - approving and processing account, invoice or billing adjustments
- escalating complex queries and customer complaints
- financial and computer system processes for accepting payments and looking up payment history and allocations.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational equipment, technology, software and consumables
- organisational policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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