



Australian Government

FNSBNK403 Provide services in a Business Transaction Centre

Release: 1

FNSBNK403 Provide services in a Business Transaction Centre

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 provide a breadth of service in Business Transaction Centres (BTCs) and Rural Transaction Centres (RTCs) in regional and remote Australia, including client service, processing and client needs analysis. Services may be undertaken for a range of agencies.

It applies to individuals who work independently and have responsibility in a frontline client service capacity to provide assistance and support and maintain quality standards.

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

Unit Sector

Banking

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. Represent Business Transaction Centre	1.1 Recognise and communicate role and purpose of BTC in providing services to local community and its relationship to organisation in which it is hosted to clients 1.2 Develop and maintain knowledge of relevant range of products and services 1.3 Effectively maintain documentation and promotional material about range of services facilitated by centre to ensure accessibility, accuracy, currency and quality 1.4 Access relevant contact people, hotline phone numbers and websites of services supported by centre to provide support and

ELEMENT	PERFORMANCE CRITERIA
	clarify service queries
2. Identify client service and information needs	2.1 Provide timely and courteous responses to client requests and queries 2.2 Refer requests for information, advice, products or services that fall outside centre's level of authorisation or capacity to relevant service provider or agency for resolution 2.3 Provide help and assistance to clients to ensure full and accurate completion of documentation or transaction forms
3. Process client transactions	3.1 Check information or forms provided by clients for accuracy and completeness 3.2 Follow processes and protocols to maintain privacy of client information in line with centre's established standards 3.3 Complete transactions in timely and accurate manner using protocols and processes of centre 3.4 Maintain accurate client transaction details and report as required for each service provided on behalf of another agency 3.5 Routinely conduct accurate reconciliation of monies received with transaction records 3.6 Respond to client queries or complaints in courteous and timely manner using required protocols and processes
4. Provide support and service information to clients	4.1 Provide professional and confidential assistance and advice to clients 4.2 Efficiently and effectively conduct bookings for appointments with other professionals or service providers using standard operating procedures 4.3 Provide clients seeking skill development and assistance to access full range of services offered by centre with courteous, accurate and timely support

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
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Reading	1.2, 1.3, 1.4, 3.1	Accesses and analyses key features of information from a range of sources to address specific criteria and determine requirements
Writing	1.1, 1.3, 1.4, 2.1-2.3, 3.3, 3.4, 3.6, 4.1-4.3	- Records and prepares information using appropriate formats and structures for the audience and purpose - Uses clear and concise language, incorporating correct spelling, grammar and terminology to convey accurate information
Oral Communication	1.1, 1.4, 2.1-2.3, 3.4, 3.6, 4.1-4.3	- Participates in verbal exchanges of information using language, tone and pace appropriate to the audience and purpose - Uses collaborative and inclusive techniques, including active listening and questioning, to obtain required information and confirm understanding with a range of personnel
Numeracy	2.3, 3.1, 3.3, 3.4, 3.5	Uses mathematical equations to perform calculations and check the accuracy of financial and numerical information
Navigate the world of work	1.2, 3.2, 3.3, 3.6	- Recognises and follows business rules and protocols, and meets expectations associated with own role - Develops and maintains the product and organisational knowledge required to perform own role
Interact with others	1.1, 1.4, 2.3, 3.6, 4.3	- Actively seeks out and engages others to support the goals of the business - Provides content specific instruction and guidance at a level and in a manner that is appropriate for the audience - Adapts personal communication style to show respect for the values, beliefs and cultural expectations of others
Get the work done	1.1-1.4, 2.1-2.3, 3.1-3.6, 4.1-4.3	- Identifies issues that have the potential to impact on client services and develops options to resolve these issues when they arise - Plans, organises and sequences workflow to ensure optimal and timely outcomes for the organisation and clients - Embeds quality control and continuous improvement actions into day-to-day work to maintain and develop client service - Takes responsibility for decisions within own role and refers matters as appropriate to relevant authorities - Uses a range of digitally based technologies, software packages and internet-based information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSBNK403 Provide services in a Business Transaction Centre	FNSBNK403A Provide services in a Business Transaction Centre	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>

Assessment Requirements for FNSBNK403 Provide services in a Business Transaction Centre

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Performance Evidence

Evidence of the ability to:

- provide accurate and timely information, advice and transaction processing for a range of agencies
- provide high level client service, including responding to queries and complaints, referrals, assistance with documentation and provision of confidential and sensitive information to diverse community members
- efficiently complete transactions, accurately reconcile monies and complete required reports.

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:

- describe the key features of Business Transaction Centre (BTC) or Rural Transaction Centre (RTC) policy, procedures and protocols
- describe the organisation's client service requirements, including protocols for the complaints process and authorisation procedures when delivering services
- describe the full range of BTC or RTC products and services, and their benefits and applications
- explain the process for maintaining accurate client and agency information and reports
- explain the key requirements of relevant legislation relating to:
 - privacy
 - electronic funds transfer
 - fraud
 - consumer protection
 - workplace health and safety (WHS).

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in a BTC or RTC in the banking field of work and include access to:

- office equipment, technology, software and consumables
- financial services product information
- organisational policy, procedures and systems.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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