



Australian Government

Assessment Requirements for FNSBNK405 Provide mobile banking sales and services

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:

- respond to client queries using clear and effective communication skills
- determine client requirements, assess suitability of products and services and advise on mobile banking needs
- strictly follow regulatory restrictions and organisational policy and procedures to provide sales and services to clients
- explain documentation thoroughly to clients and complete accurately, assisting clients where applicable
- respond to problems and provide follow-up service.

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 mobile banking products and services available to clients
- outline the key characteristics and conditions of similar products available in the industry
- describe the key features of organisational policy and procedures related to mobile banking services and products
- describe the key features of relevant financial documents relating to mobile banking products and services, including:
 - brochures
 - fact sheets
- compare and contrast the key features of selling techniques.
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Assessment Conditions

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

- office equipment, technology, software and consumables
- mobile banking service information.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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