



Australian Government

FNSBNK413 Provide services in a Business Transaction Centre

Release: 1

FNSBNK413 Provide services in a Business Transaction Centre

Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0. Supersedes and is equivalent to FNSBNK403 Provide services in a Business Transaction Centre.

Application

This unit describes the skills and knowledge required to provide a breadth of services in Business Transaction Centres (BTCs) or in regional and remote Rural Transaction Centres (RTCs), including client service, processing and client needs analysis. Services may be undertaken for a range of agencies.

The unit 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 BTC or RTC	1.1 Recognise and communicate to clients role and purpose of BTC or RTC in providing services to local community and centre's relationship to organisation in which it is hosted 1.2 Develop and maintain knowledge of relevant range of BTC or RTC products and services 1.3 Maintain documentation and promotional material about range of services facilitated by centre 1.4 Provide support and clarify service queries by accessing relevant contact people, hotline phone numbers and websites

ELEMENT	PERFORMANCE CRITERIA
	of services
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 and services that fall outside centre's level of authorisation or capacity to relevant service provider or agency for resolution 2.3 Confirm full and accurate completion of documentation
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 organisational policies and procedures 3.3 Complete transactions according to organisational policies and procedures 3.4 Maintain client transaction details and report as required for each service provided on behalf of another agency 3.5 Establish process to routinely conduct accurate reconciliation of monies received with transaction records 3.6 Respond to client queries and complaints according to organisational policies and procedures
4. Provide support and service information to clients	4.1 Provide professional and confidential assistance and advice to clients 4.2 Conduct bookings for appointments with other professionals or service providers according to organisational policies and procedures 4.3 Support clients seeking skill development and assistance to access full range of services offered by centre

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	Uses mathematical equations to perform calculations and check the accuracy of financial and numerical information
Oral communication	- Participates in verbal exchanges of information using language, tone and pace appropriate to audience and purpose - Uses collaborative and inclusive techniques, including active listening and questioning, to obtain required information and

SKILL	DESCRIPTION
	confirm understanding with a range of personnel
Reading	Accesses and analyses key features of information from a range of sources to address specific criteria and determine requirements
Writing	- Records and prepares information using appropriate formats and structures for audience and purpose - Uses clear and concise language, incorporating correct spelling, grammar and terminology to convey accurate information
Planning and organising	Plans, organises and sequences workflow to ensure optimal and timely outcomes for the organisation and clients
Problem solving	Identifies issues that have the potential to impact on client services and develops options to resolve them when they arise
Technology	Uses the main features and functions of digitally-based technologies and software packages, including spreadsheets, databases and the internet

Unit Mapping Information

Supersedes and is equivalent to FNSBNK403 Provide services in a Business Transaction Centre.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSBNK413 Provide services in a Business Transaction Centre

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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:

- provide at least three different services to each of at least three different customers in a Business Transaction Centre (BTC) or Rural Transaction Centre (RTC).

In the course of the above, the candidate must:

- 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, assisting with documentation and providing confidential and sensitive information to diverse community members
- complete transactions, reconcile monies and complete required reports.

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:

- key features of BTCs' and RTCs' policies, procedures and protocols
- organisational client service requirements, including protocols for the complaints process and authorisation procedures when delivering BTC or RTC products and services
- full range of BTC or RTC products and services, and their benefits and applications
- process for maintaining accurate client and agency information and reports
- key requirements of the following legislation and regulations relevant to providing BTC or RTC services:
 - privacy
 - electronic funds transfer

- fraud
- consumer protection
- work health and safety (WHS).

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:

- office equipment, technology, software and consumables
- financial services product and service information
- customers requiring services from a BTC or RTC
- organisational policies, procedures and systems.

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

Links

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