



Australian Government

Assessment Requirements for FNSBNK414 Promote mobile banking services

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 4.0.

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:

- promote mobile banking services to at least two clients.

In the course of the above, the candidate must:

- apply current knowledge of mobile banking products and services to identify potential clients
- contribute to developing new tools and documentation to promote mobile banking services
- adhere to organisational policies and procedures when developing promotional tools, techniques and documentation
- follow organisational policies, procedures and privacy principles when developing communication techniques and using client information for marketing purposes
- communicate information on promoting mobile banking services with team members.

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 client motivations, needs and wants relating to mobile banking
- organisational policies and procedures related to mobile banking services and products
- methods of customer status and sustainability evaluation for loans
- key characteristics and conditions of similar mobile lending services available in the industry
- key requirements of financial services legislation required to produce the performance evidence
- key characteristics of promotional tools and selling techniques required to produce the performance evidence

- key communication techniques required to produce the performance evidence
- financial documents relating to mobile banking products and services, including:
 - brochures
 - fact sheets
- types of standard promotional concepts.

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
- organisational policies and procedures for providing services
- mobile banking service information.

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>