



Australian Government

Assessment Requirements for FNSBNK502 Manage services in a Business Transaction Centre

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:

- manage the provision of a wide range of information, advice and transaction processing services for selected agencies
- liaise and consult with community members, groups and external agencies
- assist to identify, develop and manage processes to ensure compliance with all regulatory and organisational obligations
- manage budgets, operational plans and reporting aligned to organisational requirements and funding agreements or contracts
- lead and manage team members to meet performance indicators.

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:

- analyse and describe the key features of the Business Transaction Centre (BTC) or Rural Transaction Centre (RTC) policy, procedures and protocols
- compare and contrast the key features of business management strategies and processes, including client satisfaction
- outline the key features and stages in business planning and budgeting processes
- compare and contrast leadership strategies
- explain organisational authorities and delegations
- describe the key features of legislation relating to BTCs and RTCs.

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
- financial services product information
- organisational policy, procedures and process documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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