



Australian Government

Assessment Requirements for FNSCRD405 Manage overdue customer accounts

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:

- follow organisational procedures and policy for identifying overdue accounts and collecting outstanding payments
- communicate effectively with customers, explaining the implications of overdue accounts and alternative payment arrangement options following organisational guidelines and legislative requirements
- apply effective negotiation skills to resolve customer outstanding payment matters
- use the data entry and reporting system correctly to identify and monitor overdue accounts.

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:

- identify and explain organisational policy changes that reflect current developments in the credit management sector
- explain the key steps or actions in legal debt recovery processes
- explain relevant legislative requirements of overdue account review and management
- outline a range of negotiation techniques that can be used in managing overdue customer accounts.

Assessment Conditions

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

- common office equipment, technology and consumables
- credit product information
- relevant software systems and data
- organisational policy and procedures for payment recovery.

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>