



Australian Government

Assessment Requirements for FNSCRD413 Manage and recover bad and doubtful debts

Release: 1

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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 FNSCR403 Manage and recover bad and doubtful debts.

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:

- manage and recover at least two different bad or doubtful debts.

In the course of the above, the candidate must:

- follow organisational guidelines and legislative requirements in explaining the implications of outstanding debt and alternative payment arrangement options
- apply conflict-resolution skills to resolve disputes, queries and problems
- initiate the write-off process as required.

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 steps or actions in the legal debt recovery process
- features of organisational credit policy
- legislative requirements relevant to debt recovery
- complaint-resolution processes and complaints-handling procedures relevant to debt recovery
- roles of various alternative dispute-resolution schemes and services used for debt recovery process
- requirements of legislation relating to credit and recovery of bad and doubtful debts.

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 and consumables
- credit product information
- bad and doubtful debt accounts
- organisational policies and procedures relating to debt recovery.

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>