



Australian Government

Assessment Requirements for FNSCRD415 Manage overdue customer accounts

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 FNSCR405 Manage overdue customer accounts.

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:

- identify and establish resolution of at least two overdue customer accounts.

In the course of the above, the candidate must:

- use the data entry and reporting system correctly to identify and monitor overdue accounts.

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:

- organisational policies and procedures relevant to managing overdue customer accounts
- organisational policy changes that reflect current developments in the credit management sector
- steps or actions in legal debt recovery processes
- legislative requirements relating to overdue account review and management
- communication strategies that can be used when managing overdue customer accounts.

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, consumables and technology, including software systems

- credit product information
- overdue customer account information and data
- organisational policies and procedures for payment 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>