



Australian Government

Assessment Requirements for FNSCUS301 Respond to customer enquiries

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:

- treat customers courteously and respond effectively to a range of enquiries that satisfy customer needs and achieve company outcomes
- maintain up-to-date knowledge or access accurate information to respond to customer enquiries
- adhere to customer service processes and procedures
- consider and respond appropriately to customers with special needs following organisational procedures
- collect, record and update data and information as required following organisational procedures.

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:

- describe company policy, procedures and requirements relevant to responding to customer enquiries
- discuss the application of privacy and confidentiality requirements covered in organisational procedures and relevant legislation
- identify and describe sources of information to access in response to customer enquiries
- discuss the application of key requirements of relevant legislation and industry codes of practice
- describe different customer groups and types of information typically sought

Assessment Conditions

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

- common office equipment, technology, software and consumables
- organisational records, policy and procedures.

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>