



Australian Government

Assessment Requirements for FNSCUS311 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 6.0.

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:

- respond with specialised information to at least four different enquiries received in a primary customer contact role, at least one of which must relate to a financial product and one to financial service.

In the course of the above, the candidate must:

- identify customer needs
- apply the required level of conflict resolution skills.

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 customer groups and types of specialised information typically sought
- organisational policy, procedures and requirements in responding to customer enquiries
- sources of information to access to provide an informed response to customer enquiries
- communication and interpersonal skills, including conflict resolution skills to respond to customer needs
- systems that can be assessed to obtain up-to-date information on nature and frequency of enquiries
- legislation and industry codes of practice required to produce knowledge evidence and performance evidence
- privacy and confidentiality requirements of organisational procedures and applicable legislation
- levels of authority and escalation methods within organisation
- limits of own individual level of authority.

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, software and consumables
- organisational records, policy and procedures.

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>

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