



Australian Government

Assessment Requirements for FNSMCA301 Collect debts

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:

- compile debtor's credit history
- assess and establish debtor's credit worthiness
- interpret and comply with legislative requirements, industry code of conduct and organisational policy and procedures relevant to debt collection
- negotiate effectively to come to a satisfactory agreement and gain commitment from debtor to settle debt
- complete relevant documentation in accordance with industry and organisational requirements and guidelines.

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 the negotiation process
- outline and describe the basic business structure, financial arrangements and legal obligations of sole trader, partnership trusts and corporate businesses
- provide basic information on securities, loans and principals, factoring, guarantees, indemnity, securities over property, retention of title and liens
- outline creditor's obligations underpinning credit management functions and their relationship to mercantile agents
- identify relevant state or territory and Commonwealth Acts and regulatory authorities regarding debt collection and mercantile agents
- describe the role, procedures and relevant documentation of the various court jurisdictions and appeals procedures involved in debt collection processes.

Assessment Conditions

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

- 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>