



Australian Government

Assessment Requirements for FNSMCA303

Serve legal process

Release: 1

Assessment Requirements for FNSMCA303 Serve legal process

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:

- interpret and comply with legislative requirements, industry regulations and organisational policy and procedures when serving legal process
- identify the appropriate type of service when serving legal process
- complete relevant documentation in accordance with legal, 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:

- identify key requirements of relevant state or territory and Commonwealth legislation relating to debt collection and mercantile agents
- outline the key role, procedures and relevant documentation of the various relevant court jurisdictions and appeals procedures
- explain organisational policy and procedures in relation to serving legal process
- describe techniques of search and locating debtors to serve
- explain the types of services that can be offered to clients when serving legal process
- outline relevant factual details that would be recorded in an affidavit.

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
- relevant legal and industry documentation for process serving.

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>