



Australian Government

FNSMCA304 Locate subjects

Release: 1

FNSMCA304 Locate subjects

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to investigate and locate subjects, determine appropriate means of approach and write relevant reports on the outcomes.

It applies to individuals who use specialised knowledge and follow organisational procedures to complete tasks.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Mercantile agents

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Research or investigate case	1.1 Interpret and confirm client's written instructions 1.2 Identify relevant legal and procedural issues for consideration and action in accordance with legislative requirements and organisational policy and procedures 1.3 Check all appropriate mercantile data for relevant information to conduct preliminary searches for subjects
2. Conduct searches and enquiries	2.1 Make field calls that meet legislative requirements 2.2 Follow up any further leads as required, persistently, to ascertain whereabouts of subject 2.3 Develop, assess and conduct alternative avenues of searching

ELEMENT	PERFORMANCE CRITERIA
	for subject, as required 2.4 Conduct searches within time period agreed to by client
3. Formulate and report recommendations	3.1 Document times, dates, occurrences and results of various searches 3.2 Propose further action, or non-action, based on outcomes of searches to date and analysis of subject's information 3.3 Document recommendations and disseminate to appropriate staff and management

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 3.1	Interprets and consolidates information from a variety of sources to determine relevance and establish appropriate approaches
Writing	2.1, 2.4, 3.2, 3.4	- Records, gathers and consolidates investigation information - Drafts reports and letters, documents outcomes of investigations and makes recommendations
Oral Communication	2.1	Determines and confirms client requirements, using questioning and active listening as required
Navigate the world of work	2.1	Complies with legal obligations, industry and organisational codes of practice, and ethical principles
Interact with others	2.1	Uses the telephone effectively to gather required information
Get the work done	1.1-1.3, 2.1-2.4, 3.1-3.4	- Clearly and thoroughly researches and analyses information and tasks, and then plans strategies and actions to achieve optimal outcomes within given parameters - Adopts efficient and effective organisational and time management skills to sequence tasks and meet timelines - Initiates standard procedures when responding to

		familiar problems within own work context • Takes responsibility for the outcomes of routine decisions related directly to own role • Uses digitally based technologies and software packages to complete required tasks
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSMCA304 Locate subjects	FNSMCA304A Locate subjects	Updated to meet Standards for Training Packages. Rewritten and clarified performance criteria.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSMCA304 Locate subjects

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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 locating subjects
- complete relevant documentation in accordance with legal, industry and organisational requirements and guidelines
- identify appropriate mercantile data for relevant information for locating subjects
- conduct a search for a subject
- propose a course of action, or non-action, based on outcomes of searches.

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 key requirements of relevant state or territory and Commonwealth legislation relating to locating subjects and mercantile agents
- describe techniques of research to locate subjects
- explain organisational policy and procedures in relation to searching for and locating subjects
- explain the types of field calls that can be made when searching for subjects
- outline relevant mercantile data that would be relevant for locating subjects.

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

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>