



Australian Government

Assessment Requirements for FNSMCA311 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 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:

- negotiate a debt collection approach and refer debt for legal action as required for at least three debtors.

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:

- organisational policies and procedures, legislative and regulatory requirements and industry codes of conduct related to debt collection and mercantile agents
- financial concepts relating to debt recovery
- procedures and requirements for determining credit worthiness and reviewing credit history
- cost-effective recovery action options
- debt settlement options
- process for developing debt settlement proposals
- implications of different debt payment and settlement procedures on parties
- reasons determining suitability of different debt settlement or payment procedures
- strategies related to building rapport with debtors
- negotiation techniques related to debt payment and settlements.

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:

- organisational records
- organisational policies and procedures

- organisational equipment, technology and software.

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>