



Australian Government

FNSMCA314 Locate individuals

Release: 1

FNSMCA314 Locate individuals

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to search for, locate and record and report information relating to individuals in order to initiate or continue debt collection, serve process and repossess property.

The unit applies to individuals who follow organisational procedures to complete tasks in investigating and locating individuals for debt collection, process serving and property repossession purposes.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those 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. Confirm search requirements and obligations	1.1 Interpret and confirm client requirements and instructions to identify individual 1.2 Identify legal, privacy and procedural issues related to search 1.3 Identify scope of search efforts according to organisational policies and procedures
2. Research and enquire about the individual	2.1 Conduct preliminary search for individual's information according to organisational policies and procedures 2.2 Review information from preliminary search and identify if further information is required 2.3 Follow up leads from preliminary search and determine location of

ELEMENT	PERFORMANCE CRITERIA
	individual while protecting their privacy rights 2.4 Identify and contact close connection, places of residence and employment related to the individual to obtain further information according to organisational policies and procedures
3. Record and report outcomes	3.1 Document times, dates, occurrences and results of searches, and contact made according to organisational policies and procedures 3.2 Determine action or non-action based on outcomes and notify required stakeholders according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	• Uses language and concepts appropriate to the audience and purpose to convey and clarify information • Determines and confirms client requirements, using questioning and active listening • Selects the appropriate form, channel and mode of communication to build rapport, liaise with others and obtain information
Reading	• Interprets and consolidates information from a variety of sources to determine relevance and establish appropriate approaches
Planning and organising	• Considers information and task requirements, and plans actions to achieve best results within given parameters
Self-management	• 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 • Complies with legal obligations, industry and organisational codes of practice, and ethical principles
Technology	• Uses digitally based technologies and software packages to complete required tasks • Uses online search tools

Unit Mapping Information

Supersedes and is equivalent to FNSMCA304 Locate subjects.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSMCA314 Locate individuals

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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:

- locate at least three individuals using at least three different search tools.

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 ethical codes of conduct related to:
 - locating individuals and making contact
 - privacy rights and protections
 - coercion and harassment
- methods and tools to locate and contact individuals, including:
 - public records
 - online search
 - field calls
- methods of communication suited to making discrete enquiries.

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 equipment, technology and software
- internet search tools and public databases
- social media for search purposes.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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