



Australian Government

Assessment Requirements for FNSMCA411 Evaluate debt collection actions and develop recommendations

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:

- evaluate debt collection actions and develop recommendations for at least three different debtor cases.

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 for evaluating debt collection actions and developing recommendations, including those relating to:
 - privacy and confidentiality
 - gathering and reviewing debt collection case information
 - analysis of debt levels
- recommendation report formats
- alternative actions and their rationales, including:
 - not pursuing debt further
 - extending credit terms
 - consolidating loans
 - reduced repayments
 - extended terms
 - repayment pauses
- characteristics and evaluation techniques of debt collection activities
- negotiation techniques.

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 policies and procedures related to mercantile agents
- 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>