



Australian Government

Assessment Requirements for FNSMCA413

Identify and manage individuals experiencing hardship

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:

- identify and manage at least three individuals experiencing financial hardship or vulnerability.

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, and legislative and regulatory requirements for identifying and managing individuals experiencing hardship, including those relating to:
 - individuals' rights in making arrangements with banks and financiers to support their hardship request
 - third parties who can act on behalf of individuals, including financial counsellors
 - legal actions following breaches in agreement
- support mechanisms available to individuals with low financial literacy
- signs of hardship and vulnerability
- reasons and situations relating to hardship and vulnerability, including:
 - unemployment
 - reduced income
 - divorce
 - business failure
 - injury, illness or death
 - family breakdown
- hardship applications and process
- key supporting documents of hardship applications, including:
 - pay slips

- family assistance payments
- rental receipts or mortgage statements
- utility bills
- medical bills or certificates
- procedures for issuing notices relating to the breach of the hardship arrangement, including repossession notices.

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 relevant to identifying and managing individuals experiencing financial hardship
- financial hardship applications
- organisational data and documents related to identifying and managing individuals undergoing hardship.

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>