



Australian Government

FNSMCA413 Identify and manage individuals experiencing hardship

Release: 1

FNSMCA413 Identify and manage individuals experiencing hardship

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 identify and manage individuals facing financial hardship and in vulnerable situations. It includes reviewing and confirming hardship applications, reporting outcomes back to the client and monitoring the agreement for any breaches.

The unit applies to individuals who engage with debtors in the recovery of outstanding debts.

Note

The term “debtor” in this unit relates to any customer who may have a debt to an organisation.

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. Identify individual's situation and prepare for hardship application	1.1 Identify that individual is experiencing hardship 1.2 Identify reasons for individual's hardship 1.3 Identify and distribute hardship application and communicate to individual list of supporting documents required according to organisational policies and procedures 1.4 Communicate rights to individual for contacting bank and financier according to legislative and regulatory requirements

ELEMENT	PERFORMANCE CRITERIA
2. Review and confirm hardship application	2.1 Discuss individual's hardship application with required stakeholders 2.2 Negotiate with individual and discuss potential outcomes of hardship application 2.3 Confirm outcome of application and advise individual of terms of agreement according to organisational policies and procedures 2.4 Notify client of hardship arrangement outcome
3. Monitor progress of arrangement	3.1 Liaise with client to monitor and identify breach of agreement and issue breach notices as required 3.2 Identify need for commencement of repossession or legal processes as required

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
Numeracy	- Accurately analyses, records and stores data according to organisational requirements - Calculates debt status and settlement payments
Oral communication	- Uses language and concepts appropriate to audience and purpose to convey and clarify information - Uses questioning and active listening to determine and confirm process recipients' identity
Reading	- Interprets documentation from a variety of sources - Confirms documentation is accurate and complies with legal obligations
Planning and organising	- Sequences tasks, meets timelines and arranges meetings - Analyses information and task requirements, and then plans actions to achieve best results within given parameters
Self-management	Adheres to organisational policies, procedures and specified legal and ethical requirements relevant to own work context
Problem solving	Initiates standard procedures when responding to familiar problems within own work context
Technology	Uses digitally based technologies and software packages to complete work requirements

Unit Mapping Information

No equivalent unit. New unit.

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 FNSMCA413 Identify and manage individuals experiencing hardship

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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:

- 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

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