



Australian Government

FNSRTS301 Provide customer service in a retail agency

Release: 1

FNSRTS301 Provide customer service in a retail agency

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to apply customer service skills and process financial services transactions in non-financial services organisations that act as an agency, particularly in rural and remote areas.

It applies to individuals who, within their level of responsibility, use clear communication skills to provide up-to-date and accurate information and follow procedures to process transactions.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Financial retail services

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. Represent financial services institution	1.1 Recognise and confirm role and purpose of agency in providing services on behalf of financial services institution 1.2 Develop and maintain knowledge of relevant range of products and services 1.3 Effectively maintain documentation about financial services institution and its products and services to ensure its accessibility, accuracy, currency and quality 1.4 Know and access relevant contact people, hotline phone numbers and websites of financial services institution to provide support and clarify service queries

ELEMENT	PERFORMANCE CRITERIA
2. Identify customers' financial service needs	2.1 Provide timely and courteous responses to customer requests within limits of agency authorisation to offer advice 2.2 Refer requests for information, advice, products or services that fall outside agency level of authorisation or knowledge to financial services institution for resolution 2.3 Provide help and assistance to customers to ensure full and accurate completion of documentation or transaction forms
3. Process customer transactions	3.1 Check information or forms provided by customers for accuracy and completeness 3.2 Complete transactions in timely and accurate manner using protocols and processes of financial services institution 3.3 Maintain accurate customer account and transaction details 3.4 Routinely conduct accurate reconciliation of monies received with transaction records 3.5 Respond to customer queries or complaints in courteous and timely manner using required protocols and processes 3.6 Refer customer queries or complaints that are outside agency's level of authorisation or knowledge to financial services institution for resolution

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 1.4, 2.3, 3.1	Accesses information from a range of sources and interprets documents to confirm and determine requirements
Writing	1.4, 2.1-2.3, 3.5, 3.6	Completes forms and transaction records accurately, using correct spelling and grammar
Oral Communication	1.4, 2.1-2.3, 3.5, 3.6	- Participates in verbal exchanges using active listening and questioning to determine requirements and to promote services and products - Clearly explains and clarifies information using language, tone and pace appropriate to the audience and purpose

Numeracy	2.3, 3.2-3.5	Uses mathematical equations to undertake basic financial transaction calculations
Navigate the world of work	1.1, 1.2, 3.2, 3.5	Understands the purpose of own role and associated responsibilities, and follows organisational procedures and protocols for customer service provision
Interact with others	1.4, 2.3, 3.5	- Follows required communication practice and protocols in immediate work context - Recognises who to go to for support and clarification in own role
Get the work done	1.1, 1.3, 1.4, 2.1, 2.2, 2.3, 3.2, 3.3, 3.5, 3.6	- Plans and sequences routine tasks and workload, seeking clarification from others as required - Makes routine decisions and implements standard procedures for routine tasks and predictable problems, recognising when referral to higher authority is necessary - Uses familiar digital technologies and systems to access information, search and enter data, and communicate with others

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSRTS301 Provide customer service in a retail agency	FNSRTS301A Provide customer service in a retail agency	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for FNSRST301 Provide customer service in a retail agency

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Performance Evidence

Evidence of the ability to:

- maintain and apply relevant and up-to-date knowledge of the products and services of the retail agency
- provide accurate information and assistance to customers with documentation
- review forms and documentation for accuracy
- process transactions accurately
- routinely conduct reconciliation of monies with transaction records
- apply effective customer service skills in dealing with customers of the retail agency
- identify and respond to customer queries and complaints within appropriate scope of authority and in accordance with appropriate legislative requirements
- provide information to customers regarding the complaints process and assist customers in a courteous and timely manner.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the role, services and products provided by the agency on behalf of the financial services institution
- describe the key features of:
 - customer service principles and practice
 - organisational policy, procedures and protocols, including complaints
- outline the key steps and reasons for verifying customer identity and security checking procedures
- describe the key requirements of legislation and industry regulation that impact on the scope of advice that can be provided on financial products and services and their benefits and applications.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial retail services field of work and include access to:

- common office equipment, technology, software and consumables
- relevant agency transaction systems and data.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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