



**Australian Government**

# **Assessment Requirements for FNSRTS304 Administer debit card services**

**Release: 1**

# Assessment Requirements for FNSRTS304 Administer debit card services

## Modification History

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

## Performance Evidence

Evidence of the ability to:

- provide relevant information and assist customers to make an application for a debit card
- process applications for debit transactions and card transactions
- follow organisational procedures, including those relating to card security
- use and update card database accurately.

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 steps required to charge-back and duplicate transaction procedures
- describe key features of organisational procedures, industry codes of practice and legislation as it relates to debit card services, including:
  - electronic funds transfer code of conduct
  - National Credit Code
  - privacy legislation
  - credit legislation
- describe the key features of policies and procedures in regard to electronic banking – card services and security
- identify and categorise the range of cards and describe the operation of card databases
- outline the key steps and reasons for customer verification and security checking procedures.

## 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
- integrated card databases and data.

Assessors must satisfy NVR/AQTF assessor requirements.

## Links

Companion Volume implementation guides are found in VETNet -

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