



Australian Government

FNSRTS304 Administer debit card services

Release: 1

FNSRTS304 Administer debit card services

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 provide debit card services and manage associated records.

It applies to individuals who, within their limit of responsibility, use specialised knowledge and organisational tools to administer and process financial transactions and services.

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. Process applications for debit transaction cards	1.1 Provide customers with information on debit cards, including their usage, terms and conditions, and benefits 1.2 Gather information from customers as required to support applications for cards 1.3 Check information provided in accordance with standard procedures for authenticity, accuracy and completeness, and complete and process applications in accordance with procedures 1.4 Notify customers of approval or disapproval of applications 1.5 Use standard procedures to issue customers with debit cards despatched to branch for collection by authorised person or cardholder, or sent by mail

ELEMENT	PERFORMANCE CRITERIA
2. Process card transaction	2.1 Consult with or refer to other personnel to determine transaction details, if required 2.2 Process card transactions in accordance with organisational policy and procedures 2.3 Process complaints and enquiries in accordance with organisational guidelines and codes of conduct relating to electronic funds transfer for captured and hot listed cards
3. Administer card database	3.1 Administer card database in accordance with organisational policy and procedures 3.2 Identify and process duplicate transactions and charge-backs according to organisational policy and procedures 3.3 Follow card security procedures to ensure appropriate actions are taken

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	1.1-1.3, 2.3, 3.3	Accesses and interprets financial documents from a range of sources to confirm and determine requirements and to check information for authenticity, accuracy and completeness
Writing	1.1-1.5, 2.3	Correctly records information and completes forms, checking for accuracy of information and data
Oral Communication	1.1-1.4, 2.3	- Participates in verbal exchanges using active listening and questioning to determine requirements and respond to queries - Clearly explains and clarifies information using language, tone and pace appropriate to the audience and purpose
Numeracy	1.2, 1.3	Uses mathematical equations to perform and check accuracy of non-cash transaction calculations
Navigate the world of work	1.3, 1.5, 2.2, 2.3, 3.1, 3.2	Takes responsibility for administration of debit card services and documentation that comply with legal and organisational requirements

Interact with others	1.2, 2.3	Selects and uses the appropriate conventions and protocols when communicating with customers and co-workers to seek and provide information, establish clear understanding and maintain effective communication in the conduct of a service relationship
Get the work done	1.2, 1.5, 2.2, 2.3, 3.1, 3.2, 3.3	- Takes responsibility for the sequence and priority of tasks within own workload to achieve effective and compliant outcomes - Uses analytical processes to determine and implement solutions to familiar problems within defined guidelines - Uses familiar digital technologies and systems to access and check information, enter data and communicate with others

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSRTS304 Administer debit card services	FNSRTS304A Administer debit card services	Updated to meet Standards for Training Packages. Minor edits to clarify intent of performance criteria.	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 FNSRTS304 Administer debit card services

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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

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