



Australian Government

Assessment Requirements for FNSRTS305 Process customer accounts

Release: 1

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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 information to customers and respond to customer requests
- check customer details and verify customer in accordance with organisational customer identification process
- process customer account accurately and in accordance with organisational policy and procedures
- provide information about account activation timeframes and processes for receiving account documentation
- assist customer with completion of documentation and information about accessing and transferring funds, and transferring or closing an account
- maintain and apply knowledge of the range of products, features and fees.

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 key financial account products available and their features and fees
- describe the key features of policies and procedures in regard to customer account service and techniques
- describe the key features of relevant industry codes of practice and legislation, incorporated in organisational policy and procedures covering:
 - consumer credit
 - electronic funds transfer
 - privacy
 - financial transactions and reporting
 - security and fraud

- outline the key steps and reasons for verifying customer identity and security checking procedures
- identify the key operational features and maintenance requirements of relevant equipment.

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
- financial product information
- integrated transaction system 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>