



Australian Government

FNSRTS305 Process customer accounts

Release: 1

FNSRTS305 Process customer accounts

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 identify customer needs and process customer financial accounts.

It applies to individuals who use organisational skills and specialised knowledge to perform clerical services, maintain financial records and respond to a range of customers.

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. Identify customer account needs	1.1 Address requests for information on range, options and features of account services available in timely, accurate and comprehensive manner, or refer if necessary to other authorised personnel 1.2 Provide information to customers to assist in selection of appropriate product which outlines product features, matches products to customer needs, and describes cost of operation and conditions of accounts 1.3 Assist customers when completing relevant documentation for selected services and products
2. Open customer account	2.1 Interview potential account holders to gather information required for opening of accounts, with applicant identified for

ELEMENT	PERFORMANCE CRITERIA
	security purposes according to organisational procedures 2.2 Assess information provided for accuracy and sufficiency according to standard organisational procedures 2.3 Verify completed documentation for accuracy and accept deposits, ensuring that receipts and certificates are issued 2.4 Process new applications and transactions in accordance with organisational policy and procedures to ensure timely and accurate completion of task 2.5 Provide information to customer about processes for activating account, including timeframe and mechanisms for receiving transaction cards or deposit books and most cost effective way to use account
3. Transfer or close customer account	3.1 Interview account holder seeking to transfer or close account to gather required information which is assessed for accuracy and sufficiency according to standard organisational procedures 3.2 Verify completed documentation for accuracy and process applications for transfer or closure in accordance with organisational policy and procedures to ensure timely and accurate completion of task 3.3 Provide information about finalisation of process in accordance with organisational policy and procedures
4. Administer the process	4.1 Use standard organisational processes and protocols to verify customer identity when collecting processed documentation and cards from branch 4.2 Follow up customer queries or complaints about operation of service with appropriate personnel according to standard procedures 4.3 Provide reports on account activity in line with standard policy and procedures, and respond to any exception reports

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, 2.2, 2.3, 3.2	- Accesses information from a range of sources and interprets documents to confirm and determine requirements - Checks information for authenticity, accuracy and completeness
Writing	1.1-1.3, 2.3, 2.5, 3.3, 4.3	- Correctly records information and completes forms, checking for accuracy of information and data - Prepares correspondence using appropriate formats and protocols
Oral Communication	1.1-1.3, 2.1, 2.5, 3.1, 3.3, 4.1	- 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, 2.2, 2.3	Uses mathematical equations to calculate premiums and repayment rates, and to check accuracy of transactions
Navigate the world of work	2.1, 2.2, 2.4, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3	Takes personal responsibility for following explicit and implicit organisational policy and procedures related to customer account processing and service standards within own role
Interact with others	1.3, 2.1, 3.1, 4.2	- Selects and uses appropriate protocols and conventions to communicate with colleagues and customers in the conduct of a service based relationship - Implements strategies to moderate conflict and resolve customer issues
Get the work done	1.1, 1.2, 1.3, 2.1, 2.3, 2.4, 2.5, 3.1, 3.2, 4.1, 4.2, 4.3	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes - Responds to predictable routine problems by implementing standard or logical solutions, recognising when to seek input from others - Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSRTS305 Process	FNSRTS305A	Updated to meet	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
customer accounts	Process customer accounts	Standards for Training Packages	

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 FNSRST305 Process customer accounts

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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

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