



Australian Government

FNSRTS307 Maintain Automatic Teller Machine (ATM) services

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.

Application

This unit describes the skills and knowledge required to stock, regularly service, maintain security and balance takings for ATMs.

It applies to individuals who work under supervision to perform financial clerical duties and maintain equipment under secure arrangements.

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. Restock and service ATM machines	1.1 Restock and service ATMs in accordance with correct procedure and verify key information displayed at machine to ensure it is current and legible 1.2 Handle action cards according to organisational policy and procedure 1.3 Clean and check ATM machines to ensure they are functioning correctly, with any faults and malfunctions identified, and initiate corrective action to resolve faults in timely manner
2. Replenish and balance cash in ATM	2.1 Check cash in ATM to ensure it complies with organisational policy and procedures for cash levels 2.2 Count and enter cash on cash recording documentation, verify cash balance records in machines for accuracy and make available

ELEMENT	PERFORMANCE CRITERIA
	to authorised personnel 2.3 Process or action deposits made through ATMs in accordance with organisational policy and procedures 2.4 Action discrepancies between machine tape records and cash, or refer to authorised personnel in accordance with organisational policy and procedures
3. Maintain security of ATM cash	3.1 Replenish ATM cartridges in secure area and maintain confidentiality of access to machine cash 3.2 Time restocking and servicing of ATM to comply with security guidelines 3.3 Record alteration of access to machine in correct format and notify authorised personnel

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	- Accesses and interprets written information to determine requirements and complete necessary actions - Checks information and data for errors and completeness
Writing	2.2, 3.3	Accurately records information and completes forms using correct spelling and grammar
Oral Communication	3.3	- Participates in verbal exchanges using active listening and questioning to determine and confirm work requirements - Uses language, tone and terminology appropriate to the purpose and audience
Numeracy	1.1, 2.1	Uses mathematical equations to balance cash, and calculate cash and non-cash transaction totals
Navigate the world of work	1.2, 2.1, 2.3, 2.4	Follows explicit organisational policy and procedures to complete required tasks
Interact with	2.4, 3.3	Uses correct communication practices and protocols to provide information to relevant personnel for specific

others		purposes relevant to own role
Get the work done	1.1, 1.3, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2	- Plans, organises and implements tasks according to organisational requirements - Responds to predictable routine problems by implementing standard or logical solutions - Uses the main features and functions of digital tools and systems to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSRTS307 Maintain Automatic Teller Machine (ATM) services	FNSRTS307A Maintain Automatic Teller Machine services	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 FNSRTS307 Maintain Automatic Teller Machine (ATM) services

Modification History

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

Performance Evidence

Evidence of the ability to:

- follow organisational security procedures for accessing and servicing the ATM
- perform required maintenance activities efficiently and according to organisational procedures, including clearing retained cards and reject notes, replacing receipt rolls and cleaning
- accurately check cash balances and records, and correctly implement the stock replenishment process.

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:

- identify the key requirements of legislation and industry codes of practice relevant to ATM operations including:
 - National Credit Code
 - privacy legislation
 - credit legislation
- describe the key features of policies and procedures in regard to ATM maintenance
- describe the key steps and procedures for ATM maintenance:
 - restocking, replenishing and cleaning
 - fault diagnosis and checking
 - security checking
 - record checking and record keeping.

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
- ATM equipment and consumables.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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