



Australian Government

Assessment Requirements for FNSRTS314 Administer card services

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0. Supersedes and is equivalent to FNSRTS304 Administer debit card services.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- administer card service and update records for at least two different customers.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational procedures relevant to card services, including:
 - card insurance
 - disputed transactions
 - charge backs
 - card security
- key features of organisational policies and procedures relating to electronic banking, card services, credit card approval and security
- key debit and credit card information to provide to customers, including:
 - usage
 - terms and conditions
 - benefits
 - costs
- key features of a range of cards types
- key steps required for updating card details and status
- key steps and reasons for customer verification and security checking procedures.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- office equipment, technology, software and consumables
- customers requiring the administration of card services
- product terms and conditions
- integrated card databases and data.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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