



Australian Government

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.

Application

This unit describes the skills and knowledge required to provide card services and manage associated records.

The unit 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 application for debit transaction and credit cards	1.1 Provide customer with factual information on debit cards, and where approved, credit cards 1.2 Provide customer with advice within adviser authority limits 1.3 Gather information from customer as required to support debit card application 1.4 Check information provided according to standard procedures for authenticity, accuracy and completeness 1.5 Process application according to organisational and regulatory guidelines 1.6 Notify customer of approval or disapproval of application

ELEMENT	PERFORMANCE CRITERIA
	1.7 Issue customer with debit card or advise on collection or mail procedures according to organisational policies and procedures 1.8 Refer credit card applications for loan approvals according to organisational policies and procedures
2. Accept card transaction queries	2.1 Answer customer card transaction enquiries and provide transaction details and explanations about card status, if required 2.2 Assist customer to complete forms disputing card transactions according to organisational policies and procedures and codes of conduct relating to e-payments 2.3 Provide advice of process and timeframes for investigation 2.4 Process reports for lost and stolen credit card enquiries according to organisational policies and procedures and codes of conduct relating to e-payments 2.5 Assist customer to process a charge back where card has this facility
3. Update card database	3.1 Update card details for issued, lost and cancelled cards according to organisational policies and procedures 3.2 Process replacement card or PIN requests 3.3 Follow security procedures to ensure security of cards, PINs and blanks where stored

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	- Participates in verbal exchanges using active listening and questioning to determine requirements and respond to queries - Selects and uses appropriate conventions and protocols when communicating with customers and co-workers to establish clear understanding and maintain effective communication in the conduct of a service relationship
Reading	Accesses and interprets financial documents from a range of sources to confirm and determine requirements
Writing	Records information and completes forms accurately

SKILL	DESCRIPTION
Problem solving	• Uses analytical processes to determine and implement solutions to familiar problems within defined guidelines
Planning and organising	• Takes responsibility for the sequence and priority of tasks in own workload to achieve effective and compliant outcomes
Technology	• Uses the main features and functions of familiar digital technologies and systems to access and to check information, enter data and communicate with others

Unit Mapping Information

Supersedes and is equivalent to FNSRTS304 Administer debit card services.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSRTS314 Administer card services

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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

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