



Australian Government

Assessment Requirements for FNSRTS315

Process customer accounts

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 FNSRTS305 Process customer accounts.

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:

- open and process accounts to meet the needs of at least two different customer types following know your customer (KYC) identification requirements
- transfer or close at least one account for one customer.

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:

- key financial deposit, savings and term account products available and their features and fees
- key features of organisational policies and procedures relevant to customer accounts, including:
 - account opening and closing rules for different customer types, including:
 - joint accounts
 - business accounts
 - accounts for children
 - processes for activating accounts, including:
 - timeframes
 - mechanisms for receiving transaction cards or deposit books
 - cost effective ways to use account
 - online access and payment systems
- key steps and reasons for verifying customer identity and security checking procedures, including:
 - KYC requirements under anti-money laundering (AML) and counter-terrorism laws

- detecting and preventing fraud
- key operational features of equipment used to process customer accounts.

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
- financial product information
- customers requiring processing of their accounts
- integrated transaction system and data
- suspicious matter reports.

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>