



Australian Government

Assessment Requirements for FNSRTS316

Process customer transactions in retail financial organisations

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 FNSRTS306 Process customer transactions.

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:

- process and administer at least ten transactions covering at least four different transaction types, including completing at least:
 - one suspicious matter report
 - one significant cash transaction report.

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 customer transaction types and their purpose and fees
- key features of organisational policies and procedures relevant to customer accounts and transactions, including:
 - account transaction limit rules
 - fees
 - cash and non-cash reconciliation processes
- key steps and reasons for security checking procedures and escalation of suspicious matters relating to customer accounts and transactions
- methods for resolving customer complaints and disputes relating to customer account transactions
- key operational features of equipment used in processing customer transactions
- key organisational personnel responsible for transactions requiring higher delegated authority
- key steps and reasons for anti-money laundering (AML) procedures, including:
 - know your customer (KYC) requirements under AML and counter-terrorism laws

- suspicious matter reports under AML and counter-terrorism laws
- threshold and significant cash transaction reports.

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 with integrated financial transaction system, technology, software and consumables
- financial services product information
- customers with transactions to be processed

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>