



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FNSBNK502A Manage services in a Business Transaction Centre**

**Revision Number: 1**

## FNSBNK502A Manage services in a Business Transaction Centre

### Modification History

Not applicable.

### Unit Descriptor

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit descriptor</b> | <p>This unit describes the performance outcomes, skills and knowledge required to provide leadership in, and management of, Business (and Rural) Transaction Centres (BTCs and RTCs) in regional and remote Australia and covers service design, staff support and management, setting performance targets, reporting and liaison with local communities.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p> |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Application of the Unit

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Application of the unit</b> | <p>This unit may be applied in a range of services hosted in credit unions, libraries or other existing community service centres that provide BTC and RTC services operated by a wide range of organisations with funding provided by the Commonwealth government. The centres ensure regional and business communities have ready access to an appropriate range of transaction processing and other services such as Medicare claims and Centrelink enquiries.</p> |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

|                           |  |  |
|---------------------------|--|--|
| <b>Prerequisite units</b> |  |  |
|                           |  |  |
|                           |  |  |

## Employability Skills Information

|                             |                                          |
|-----------------------------|------------------------------------------|
| <b>Employability skills</b> | This unit contains employability skills. |
|-----------------------------|------------------------------------------|

## Elements and Performance Criteria Pre-Content

|                                                                   |                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Elements and Performance Criteria

| ELEMENT                                       | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Manage the centre's community relations    | <p>1.1. The role and purpose of the <b>Business (and Rural) Transaction Centre (BTC and RTC)</b> in providing services to the local community and its relationship to the organisation in which it is hosted are recognised and communicated to staff, customers and community groups</p> <p>1.2. The reporting, decision making and communication needs of the centre's community-based committee are supported in an effective and timely manner</p> <p>1.3. Processes are established and implemented to determine and monitor the <b>range of products and services</b> required by the local community</p>                                                                                                                                                                                            |
| 2. Manage the centre's external relationships | <p>2.1. Funding proposals are prepared for submission to the Commonwealth government in a form and timeframe which meets the funding bodies requirements</p> <p>2.2. Sustainable business relationships with <b>external agencies</b> supported by the centre are managed in an effective manner</p> <p>2.3. Reports specified in funding agreement contracts are prepared and submitted in the required forms and timeframes</p> <p>2.4. Communication and reporting processes with agencies supported through the centre are conducted to agreed standards</p>                                                                                                                                                                                                                                           |
| 3. Manage the delivery of services            | <p>3.1. Processes are established, implemented and monitored to ensure compliance with the <b>legislative and regulatory environment</b> relevant to centres</p> <p>3.2. Budgets and operational plans are developed, implemented and monitored in line with agreed organisational procedures</p> <p>3.3. <b>Performance indicators</b> for service provision are determined and monitored and feedback from staff about service provision and process improvements is sought and responses made</p> <p>3.4. Facilities, support systems and resources required for the delivery of services are identified and managed effectively</p> <p>3.5. Training strategies to ensure staff are able to provide the required products and services are identified and their implementation managed effectively</p> |
| 4. Lead centre staff                          | 4.1. Instructions and directions given to team members                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| ELEMENT | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                            |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | <p>are in line with Stated performance indicators and identified needs including that communication is clear, unambiguous and concise</p> <p>4.2. The efforts and contributions of individuals to meeting centre goals are encouraged, valued and rewarded</p> <p>4.3. Regular team and individual appraisals are conducted</p> |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- well-developed communication skills to:
  - determine and confirm BTC and RTC customer requirements, using questioning and active listening as required
  - engage with rural and remote communities
  - lead and coach staff
  - liaise with others, share information, listen and understand
  - use language and concepts appropriate to cultural differences
- well-developed interpersonal skills to establish relationships with community-based committee members
- well-developed human resource management and leadership skillsproblem solving skills to identify any issues that have the potential to impact on centre customerservices and develop options to resolve these issues when they arise
- literacy skills for:
  - analysing information and products to ensure appropriateness to customer needs, currency and accuracy
  - producing written reports (including for government funding) and team guidance material
- numeracy skills to accurately analyse, record and store data in accordance with organisational requirements
- IT skills for accessing and using appropriate software such as databases and using internet information
- planning, organisational and time management skills to sequence tasks, meet timelines and arrange meetings
- contract management skills
- quality control and continuous improvement skills

#### Required knowledge

- BTC and RTC policies, procedures and protocols
- business management strategies and processes
- business planning processes
- legislation relating to BTCs and RTCs including the Financial Services Reform Act (FSRA)

## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- manage the provision of a wide range of information, advice and transaction processing services for a wide range of agencies such as:
  - local government councils
  - road traffic authorities
  - financial institutions
  - Medicare
  - Centrelink
- liaise and consult at a high level with community members, groups and external agencies
- plan and report for a centre
- lead a centre team.

#### Context of and specific resources for assessment

Assessment must ensure:

- competency is demonstrated in the context of the financial services work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment
- access to and the use of a range of common office equipment, technology, software and consumables
- access to financial services product information
- access to organisational information systems and data
- access to organisational policies, procedures and process documentation.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:

- evaluating an integrated activity which combines the elements of competency for the unit or a cluster of related units of competency
- observing processes and procedures in workplaces
- verbal or written questioning on underpinning knowledge and skills

| <b>EVIDENCE GUIDE</b>                      |                                                                                                                                                                                                                               |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                            | <ul style="list-style-type: none"><li>• setting and reviewing workplace projects and business simulations or scenarios</li><li>• evaluating samples of work</li><li>• accessing and validating third party reports.</li></ul> |
| <b>Guidance information for assessment</b> |                                                                                                                                                                                                                               |

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Business (and Rural) Transaction Centres (BTC and RTC)*** are:

- developed to meet local needs and conditions and are managed by a local committee
- funded by the Commonwealth government to ensure communities, particularly in business and regional areas, have local access to a range of key services.

The ***range of products and services*** offered by the centre may include:

- Centrelink enquiries and communications
- deposits and withdrawals from accounts held with a variety of financial institutions
- distribution of application forms
- In addition to these transaction-based services, BTCs and RTCs may also offer:
  - internet access and training
  - library services
  - local government information and services
  - Medicare premium payments, claims and information
  - office space for visiting professionals
  - payment of bills from a range of commercial and government agencies
  - payment of credit card balances
  - secretarial and copying services.

***External agencies*** include

- Australia Post
- Centrelink
- commercial organisations
- financial institutions
- Giropost
- local councils
- Medicare
- road traffic authorities
- utilities
- Veterans' Affairs.

The ***legislative and regulatory environment*** relevant to centres

- anti-hawking provisions of the Corporations Act
- Electronic Funds Transfer (EFT) Code of Conduct legislation

| <b>RANGE STATEMENT</b>                     |                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| includes the:                              | <ul style="list-style-type: none"> <li>• equal employment opportunity and anti-discrimination legislation</li> <li>• Financial Services Reform (FSR) legislation</li> <li>• industrial relations and employment legislation</li> <li>• National Privacy Principles (NPP) legislation</li> <li>• occupational health and safety (OHS) legislation</li> <li>• relevant employment awards.</li> </ul> |
| <b>Performance indicators</b> may include: | <ul style="list-style-type: none"> <li>• budget targets</li> <li>• customer numbers and growth</li> <li>• customer satisfaction rates</li> <li>• error rates for transactions</li> <li>• level of services offered and growth</li> <li>• number of transactions processed in a given time period.</li> </ul>                                                                                       |

## Unit Sector(s)

|                    |         |
|--------------------|---------|
| <b>Unit sector</b> | Banking |
|--------------------|---------|

## Competency field

|                         |  |
|-------------------------|--|
| <b>Competency field</b> |  |
|-------------------------|--|

## Co-requisite units

|                           |  |  |
|---------------------------|--|--|
| <b>Co-requisite units</b> |  |  |
|                           |  |  |