



Australian Government

Department of Education, Employment and Workplace Relations

FNSCUS301A Respond to customer enquiries

Release: 1

FNSCUS301A Respond to customer enquiries

Modification History

Release	Comments
Release 1	This Unit of Competency first released with <i>FNS10 Financial Services Training Package version 3.0</i> . Unit migrated from FNS04. Replaces FNSICCUS301B Respond to customer enquiries.

Unit Descriptor

This unit covers the skills and knowledge to respond to customer enquiries about financial products or services.

Application of the Unit

This unit applies to those engaged in primary customer contact in a financial service environment.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Obtain details of customer and nature of enquiry	1.1 The <i>nature of the enquiry</i> is clarified and all details obtained 1.2 A decision on whether the enquiry is within the <i>scope of responsibility or authority area</i> is confirmed 1.3 A decision on whether the enquiry can be satisfied immediately or whether further investigation is needed is made and customer is informed 1.4 If the enquiry can be answered directly, a response in accordance with organisational procedures is provided 1.5 If further investigation is required, the reason is explained to the customer and a timeframe is agreed upon for follow-up 1.6 Customer details are obtained
2. Research the information relevant to the enquiry	2.1 <i>Sources of information</i> are identified so that an appropriate response can be provided within authority levels 2.2 Information is obtained, organised and analysed to provide an accurate and satisfactory response
3. Determine a suitable response to the enquiry	3.1 Response is prepared in line with organisational procedures, guidelines and authorities and within accepted timeframe 3.2 Response is comprehensive, clear and delivered in the most appropriate form and within the agreed timeframe
4. Communicate information to the customer	4.1 Written or oral responses are given in clear, simple, and easy to understand language 4.2 Customer is treated courteously and an ongoing relationship is encouraged 4.3 <i>Customer's special needs</i> are considered and taken into account 4.4 Any further queries from the customer are attended to promptly 4.5 Checks and/or follow-up are undertaken to ensure that the response satisfies the customer's needs
5. Update relevant records	5.1 Information on the nature and frequency of enquiries is collected for evaluation 5.2 Details of the enquiry are recorded as required by organisational procedures

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - determine and confirm customer requirements, using questioning and active listening as required
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
 - prepare responses to meet client enquiries
- literacy skills to read documents and complete forms and transaction records accurately
- numeracy and IT skills to:
 - access and use computer-based service systems
 - access and use internet information
- problem solving skills to address customer service issues
- organisational skills, including the ability to plan and sequence work
- teamwork skills to work cooperatively with others
- reading skills to:
 - read and understand relevant legislation, regulation and codes of practice
 - read and interpret client communications
 - read and interpret organisational procedures
- writing skills to:
 - accurately record information
 - draft business letters and emails.

Required knowledge

- company policy, procedures and requirements
- customer service process (including dispute and conflict resolution)
- privacy and confidentiality legislation and requirements
- product/policy terms and conditions
- relevant legislation and industry codes of practice.

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: • respond to a range of enquiries that satisfy the customer's needs and achieve the company outcomes • consideration of, and adaptation to, any special needs of customers, including ethnic origin, religion, socio-economic status and demographic needs.
Context of and specific resources for assessment	Assessment must ensure: • competency is demonstrated in the context of the 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 organisational records, policies and procedures.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples 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 • simulated tasks involving preparation of reports from supplied data • verbal or written questioning on underpinning knowledge and skills • evaluating samples of work.
Guidance information for assessment	

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.

<i>Nature of the enquiry</i> may include:	• initial enquiry about a product or service • enquiry about ongoing use of a product or services • complaint about an error • request for new product or service • claim against a policy
<i>Scope of responsibility or authority area</i> may include:	• job description or accountability area • regulatory requirements • relevant legislation
<i>Sources of information</i> may include:	• company records • credit reference organisation • past history with the organisation or other organisations • organisation's policy and procedures manuals • legislation
<i>Customer's special needs</i> may include:	• ethnic origin • religion • socio-economic status • age and sex

Unit Sector(s)

Customer service