



Australian Government

Department of Education, Employment and Workplace Relations

FNSRTS309A Maintain main bank account

Revision Number: 1

FNSRTS309A Maintain main bank account

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to analyse, verify and process credit and debit transactions and prepare reconciliation reports. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit may apply to a range of back office job roles in financial and other organisations of various sizes.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Perform analysis of transactions	1.1. Teller bankings are reconciled to daily amounts recorded in Statements, in accordance with <i>organisation policies and procedures</i> and relevant <i>legislative and compliance requirements</i> 1.2. Presented cheques, <i>other credit and other debits</i> are identified and actioned according to the organisation policies and procedures and <i>general ledger</i> entries are charged appropriately 1.3. Errors and discrepancies are rectified in a timely manner and all entries on daily bank statements actioned and followed up as appropriate
2. Analyse corporate cheques outstanding	2.1. <i>Exceptions</i> reports are generated and exceptions are identified, investigated and actioned in a timely manner 2.2. <i>Stale cheques</i> are identified and acted upon according to organisational policies and procedures
3. Complete reconciliations	3.1. Reconciliation is completed in an accurate and timely manner with any imbalances identified and rectified 3.2. Appropriate liaison with customers and bank personnel is undertaken as necessary

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to:
 - determine and confirm teller banking requirements, using questioning and active listening as required
 - deal with customers and staff
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - calculate and reconcile non-cash takings
 - check teller calculations
 - access and use computer-based databases and spreadsheets
- problem solving skills to address errors and discrepancies
- literacy skills to:
 - read documents
 - complete forms and records accurately
 - draft reports
- organisational skills, including the ability to plan and sequence work
- teamwork skills to work cooperatively with others
- self-management skills for complying with organisational procedures and requirements

Required knowledge

- teller and banking processes
- relevant legislation impacting on banking processes
- the range and type of government and non-government charges affecting bank accounts

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: - thoroughly check transaction details and reconciliation reports - interpret and apply relevant legislation - effectively apply bank account reconciliation processes.
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.
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 - verbal or written questioning on underpinning knowledge and skills - evaluating samples of work - accessing and validating third party reports.
Guidance information for assessment	

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.	
<i>Organisation policies, procedures and practises</i> may include:	established policies and procedures relating to preparation of reconciliation reports.
<i>Relevant legislation and compliance requirements</i> may include:	- Consumer Credit Code - Privacy Act - industry codes of practice.
<i>Other credits and other debits</i> are:	any transactions, either direct or indirect in nature, other than presented cheques which need to be recorded.
<i>General ledger entries</i> include:	the recording of fees, taxes and direct debits
<i>Exceptions</i> refer to:	any corporate cheque falling outside normal parameters.
<i>Stale cheques</i> refer to:	cheques which have passed the statutory time limit for presentation.

Unit Sector(s)

Unit sector	Financial retail services
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		