The National Finance Institute
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RECOGNITION OF PRIOR LEARNING (RPL)

What is RPL

The National Finance Institute recognises the skills and knowledge gained through work experience and/or past study. With applicants' diverse backgrounds, sufficient experience and expertise may have been attained in the industry to exempt applicants from standard course requirements. The certificate issued by NFI is a nationally recognised qualification and accepted by industry bodies. Applicants for RPL must provide evidence that demonstrates competency in each chosen unit.

Which Qualification

Please tick below to acknowledge this is the qualification you are seeking to attain:

- ❑ **FNS40122 Certificate IV in Credit Management**

RPL Procedure

Your submission should include the following items. It is envisaged that applicants will have a minimum of two (2) years' experience in their credit role to qualify for RPL

Once assembled, please tick below to confirm you have included these items.

Peer's requirements:

- ❑ Complete the **Competency Statement/Checklist** in conjunction with your chosen third party
- ❑ Provide a **detailed CV of the third party** as evidence of their qualification to sign off the application

Applicant's requirements:

- ❑ Provide a **detailed CV** for yourself, demonstrating your experience in the industry. This CV must be verified by a peer or superior. Highlight any relevant qualifications you have achieved or courses you have completed. Evidence by way of Statements or Transcripts should be included.
- ❑ Include a **Portfolio** containing evidence of work history, training, skills and knowledge which will be assessed against the competencies as outlined in the Checklist. This portfolio may be a supplement to your CV and evidence may include other course certificates/qualifications, accreditations, marketing material, personal references, etc.
- ❑ Submit a **Case Study** of one of your settled client applications (if you have approval authorities) including your file notes. If you are involved in collections provide an outline of the process you would follow in a typical collections matter. Your case study should exclude your client's supporting docs and please ensure that information that is confidential to your client is "blacked out" eg. client name, address, contact details, etc. If you are in a back-office role that does not involve loan approval or collection work please provide a **detailed job description**.
- ❑ Create a **document** summarising your understanding of each of the 10 unit topics you are applying for under RPL and how you currently and/or previously have demonstrated competence in these topics in your workplace. For example, Unit FNSINC411 - outline the responsibilities in your own job role; how you apply policies, standards, codes of practice and ethical requirements and how these are relevant; how you would provide financial services to clients; how stakeholder expectations are met; and how you comply with legislative and regulatory requirements.
- ❑ Please **complete the pages 1 to 5** of this document including the payment authorisation.

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The Assessment Process

The documentation submitted by the applicant to NFI will be assessed against each unit of competency within the qualification. The evidence submitted will be assessed using the following criteria:

- Is the applicant's experience and study relevant to the qualification?
- Is the applicant's knowledge and skill current?
- Has the applicant's CV and signee's CV been verified as true and correct?
- Are the skills and the knowledge held by the applicant appropriate to the level of competency for which the applicant is applying?

Phone Interview - A phone interview will also form part of the assessment process. The assessor will interview the applicant to determine the level of knowledge and practical skills held. With the permission of the applicant, a discussion may also be required with the nominated referee to verify competencies. During the phone interview applicants will have the opportunity to provide additional supporting evidence if required.

Additional Study – In some instances, an applicant may have commenced their role many years ago and may not have evidence of currency. Additional training may be requested to establish currency and to meet the additional competency requirements of their RPL application.
An applicant may also choose to select units they wish to study, rather than RPL or Credit Transfer. Credit Transfer is prior study of a unit. An RPL application can be a combination of RPL and Credit Transfer and study of a unit.

The NFI assessor will make one of three decisions:

- Accept the application and grant recognition for the qualification
- Request further information from the applicant as a decision was unable to be made on the evidence provided in the initial application and phone interview
- Recommend that an assessment or additional training is undertaken to achieve one or more units of competence. The applicant will then be advised which subjects are recommended.

If RPL is not approved, any fee already paid for the RPL application may be used towards study of the qualification for which the applicant had sought RPL. Following the outcome, the $995 fee payable for the RPL review is non-refundable if the applicant determines they no longer wish to pursue the full qualification. A Statement of Attainment would be issued for units that were approved through RPL.

Timing and Outcome

The phone interview will occur within 7 to 10 business days and the assessor's decision within 7 to 14 business days. If the applicant is granted RPL for their qualification an original certificate and the transcript of competencies will be mailed within 5 days of approval finalisation.

The final outcome will be determined within 3 weeks of submission. Documentation will not be returned to the applicant as it is required to be retained for internal audit purposes. If RPL is granted for the full qualification an original certificate and transcript of competencies will be mailed. The assessor's decision may include the outcome that some units qualify under RPL, some by Credit Transfer if prior study has occurred, or, new study may be required. If study of a unit is to be undertaken with NFI the fee is $165 for online study or $205 for online study with a printed manual provided. There is no GST component.

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Fee Options

Application fee for RPL for the full qualification, or for more than 3 units, is $995.
Application fee for RPL for 3 units, or less than 3 units, is $165 per unit + $120.
Application fee for RPL for a unit which is subsequently not approved and which study of that unit is to be undertaken, is $165 per unit for online study
There is no GST. Fees are processed upon receipt of the RPL submission.

How to Submit an Application

Applicants can post or scan/email to NFI as below. Applications received by email will be assessed more quickly than those received by mail.

Email/Scan: **enquiries@financeinstitute.com.au**
Post: **RPL Coordinator, The National Finance Institute, P O Box 1354, Capalaba B.C. Qld 4157**

The checklist commencing from page 6 must be completed by your nominated third party. The checklist is verification by your third party that you are proficient in all chosen units.

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APPLICANT'S DETAILS

First Name: _____ Gender: ☐ Male ☐ Female

Middle Name (if applicable): _____ Date of birth: _____

Surname: _____

Address: _____

_____

Contact details: Phone: _____ Mobile: _____

Email: _____

Additional information required below for education department purposes:

Country of birth: _____ City of birth: ____ _____

Australian citizen: ☐ Yes ☐ No. If No, what is your country of citizenship: _____

Current employment status: ☐ Full time ☐ Part time ☐ Self-employed ☐ Not working/made redundant

Language spoken at home: _____ Proficiency in spoken English: ☐ Very well ☐ Well ☐ Poor

What year did you finish high school? _____

Highest level of education completed: ☐ Bachelor ☐ Diploma ☐ Certificate ☐ Year 12

☐ Other: _____

Reason for applying for this qualification ☐ Requirement of my job ☐ To get a job
☐ To try for a different career ☐ Self-development

What is your USI? __ __ __ __ __ __ __ __ __ __

A USI is a compulsory Government requirement. If you don't have a USI (Unique Student Identifier) please go to: www.usi.gov.au to create one and for further information if required.

PAYMENT METHOD

- ☐ **PayPal -** PayPal payment – please tick to request a PayPal link for payment of fee to be emailed to you
- ☐ **Cheque -** Payable to The National Finance Institute, P.O. Box 1354, Capalaba BC Qld 4157
- ☐ **Direct Deposit -** The National Finance Institute, BSB 114 879, Account 003 139 833
- ☐ **Credit Card:** __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ **CCV:** _____

Expiry date: _____ **Name on Card:** _____

Total Amount: $_____ ☐ $995 full Certificate IV, RPL only OR ☐ Other

_____

Submission Date: _____

By submission trainees agree to The National Finance Institute's terms and conditions available at www.financeinstitute.com.au

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PLEASE INDICATE BELOW WHICH UNITS YOU ARE APPLYING FOR UNDER RPL. FNS40122 has 10 UNITS.
IF YOUR APPLICATION INCLUDES PROOF OF PRIOR STUDY OF ANY UNITS, PLEASE CHOOSE *CREDIT TRANSFER*.
OR, IF YOU BELIEVE YOU WILL NEED TO STUDY THE UNIT, PLEASE CHOOSE *STUDY UNIT*.

CORE Units (7 units from the rows below are to be ticked if applying for full qualification)	**RPL or Credit Transfer (CT) or Study Unit – please tick your preference**		
FNSCRD401 Assess credit applications	RPL ☐	CT ☐	Study Unit ☐
FNSCRD412 Establish and maintain appropriate security options for credit facilities (equivalent to FNSCRD402)	☐	☐	☐
FNSCRD415 Manage overdue customer accounts (equivalent to FNSCRD405)	☐	☐	☐
FNSCUS412 Resolve disputes (equivalent to FNSCUS402)	☐	☐	☐
FNSINC411 Conduct work according to professional practices in the financial services industry	☐	☐	☐
FNSORG411 Conduct individual work within a compliance framework	☐	☐	☐
FNSRSK411 Apply risk management strategies to own work	☐	☐	☐
ELECTIVE Units (3 units from the rows below are to be ticked if applying for full qualification)	**RPL or Credit Transfer (CT) or Study Unit – please tick your preference**		
BSBLDR411 Demonstrate leadership in the workplace (equivalent to BSBMGT401)	RPL ☐	CT ☐	Study Unit ☐
BSBLDR414 Lead team effectiveness (equivalent to BSBLDR403)	☐	☐	☐
BSBOPS305 Process customer complaints (equivalent to BSBCMM301)	☐	☐	☐
BSBOPS404 Implement customer service strategies (equivalent to BSBCUS401)	☐	☐	☐
BSBPEF501 Manage personal and professional development	☐	☐	☐
FNSACC411 Process business tax requirements (equivalent to FNSACC401)	☐	☐	☐
FNSACC421 Prepare financial reports (This unit requires prior knowledge of managing ledgers / accounts)	☐	☐	☐
FNSCRD311 Process applications for credit (equivalent to FNSCRD301)	☐	☐	☐
FNSCRD404 Utilise the legal process to recover outstanding debt	☐	☐	☐
FNSCRD413 Manage and recover bad and doubtful debts (equivalent to FNSCRD403)	☐	☐	☐

One alternative elective unit may be selected from any one of our other courses if preferred. Only one alternative Elective unit is permitted. If you prefer this, please note that unit code/name below.			
	RPL ☐	CT ☐	Study Unit ☐

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COMPETENCY STATEMENT / CHECKLIST

FOR RECOGNITION OF PRIOR LEARNING

Page 6 to 17 to be completed and signed by a manager or peer of the applicant.

The person making this statement must be suitably qualified to answer the questions and provide a CV as evidence of the qualifications or experience to adjudicate the applicant.

The person making this statement must ensure that their responses are true and accurate and that they may be called upon to provide evidence if required in a court of law.

Details of Person Declaring (ie. the Applicant's peer / manager / BDM)

Name: _____

Company and Position (if applicable): _____

Address: _____

_____

Contact details: Phone: _____ Mobile: _____

Email: _____

e/Signature: _____ Date: _____

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It is certified that the applicant has the following skills and knowledge and can demonstrate the following competencies.

Applicant's name: _____

FNS40122 Certificate IV in Credit Management
RPL Checklist

CORE UNITS:

PLEASE COMPLETE BELOW ONLY THOSE UNITS RELEVANT TO THIS RPL APPLICATION. INDICATE BY TICKING IN THE VERIFICATION COLUMN. FOR THE FULL QUALIFICATION 7 CORE UNITS PLUS 3 ELECTIVE UNITS MUST BE TICKED.

FNSCRD401 Assess Credit Applications

UNIT	PERFORMANCE CRITERIA	Verification
1. Satisfy initial enquiry	1.1 Respond to initial customer enquiries on type, range and availability of credit and provide information with courtesy, respect and recognition of special needs of customers 1.2 Provide basic information, such as terms and conditions and interest rate, and determine potential securitisation needs in accordance with credit policy and legislative requirements	☐ Yes ☐ No ☐ Unsure
2. Assess and verify credit information	2.1 Verify credit applications and documentation in accordance with organisational policy and procedures to maintain accuracy of credit database information 2.2 Analyse credit information to establish that sufficient evidence of accurate information has been provided 2.3 Maintain liaison with customers and relevant internal and external personnel to ensure information is kept up to date and disseminated appropriately	☐ Yes ☐ No ☐ Unsure
3. Assess risk	3.1 Identify and evaluate possible risks to determine overall level of risk associated with application 3.2 Identify need to take security, minimise risk exposure and provide protection against risk in accordance with organisational risk management policy 3.3 Document risk assessment in accordance with organisational procedures	☐ Yes ☐ No ☐ Unsure
4. Establish credit terms and limits	4.1 Make decision on how to proceed with credit application based on assessed information and in accordance with organisational risk management policy 4.2 Determine credit terms and limits within organisational credit policy guidelines and advise customers of credit decisions promptly and courteously 4.3 Complete credit account administration according to organisational credit policy and timelines, and legislative requirements	☐ Yes ☐ No ☐ Unsure

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FNSCRD412 - Establish and maintain appropriate security options for credit facilities

UNIT	PERFORMANCE CRITERIA	Verification
1. Assess and communicate security requirements	1.1 Undertake risk analysis of credit applications according to organisational credit policies and guidelines 1.2 Determine customer risk level and identify security requirements 1.3 Explain security requirements to customers, considering any special needs of customers	☐ Yes ☐ No ☐ Unsure
2. Identify available security options and suitability of available securities	2.1 Identify range of securities available and determine which are required for type of credit facility 2.2 Determine customer security arrangements as required within organisational guidelines	☐ Yes ☐ No ☐ Unsure
3. Apply appropriate security	3.1 Confirm value of security through asset analysis and valuation 3.2 Register security interest according to legislative requirements	☐ Yes ☐ No ☐ Unsure
4. Monitor and review effectiveness of security arrangement	4.1 Maintain knowledge of market conditions according to organisation's credit policies and guidelines 4.2 Monitor customer accounts and determine appropriateness of security arrangements 4.3 Amend security arrangement documentation to reflect changes in customers' relationships or circumstances as required	☐ Yes ☐ No ☐ Unsure

FNSCRD415 - Manage overdue customer accounts

UNIT	PERFORMANCE CRITERIA	Verification
1. Identify customers requiring collection activity	1.1 Establish and apply process for regularly monitoring organisational reporting system for possible overdue accounts 1.2 Access relevant customer information and retrieve records 1.3 Review overdue accounts and customer credit histories according to organisational policies and procedures, and relevant legislation	☐ Yes ☐ No ☐ Unsure
2. Establish contact with customers	2.1 Determine appropriate communication with customers to collect outstanding payments according to organisational policies and procedures 2.2 Obtain approval to initiate communication with customers from authorised personnel in the organisation and inform other relevant external parties 2.3 Establish rapport with customers and ensure all communication complies with relevant legislation and organisational policies and procedures 2.4 Advise purpose of contact clearly and comprehensively to customers according to legislative requirements	☐ Yes ☐ No ☐ Unsure
3. Implement process for resolution of outstanding payments	3.1 Advise customers of possibility of legal action and any other implications if outstanding payments are not resolved 3.2 Use appropriate techniques to achieve resolution and record conversation outcomes 3.3 Determine and schedule further action to be undertaken in relation to outstanding payment matters	☐ Yes ☐ No ☐ Unsure

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4. Monitor agreements and confirm adherence	4.1 Establish process for regularly reviewing identified accounts and ensuring that payments are received according to agreed arrangements 4.2 Address breaches of agreements according to organisational policies and procedures, and legislative requirements 4.3 Refer outstanding payment matters to appropriate personnel as required	☐ Yes ☐ No ☐ Unsure

FNSCUS412 - Resolve disputes

UNIT	PERFORMANCE CRITERIA	Verification
1. Establish that dispute exists	1.1 Identify all information relating to original problem and clarify grounds for dispute 1.2 Contact all parties to identify and clarify disputed issues and confirm that claimant has a legitimate dispute, or that initial complaint has not already been settled to claimant's satisfaction 1.3 Confirm all information relevant to dispute-resolution process is provided to claimant according to organisational operating procedures 1.4 Obtain additional information from relevant parties as required and manage information exchange appropriately 1.5 Inform claimant of organisation's obligations, procedures and timeframes where existence of genuine dispute is established	☐ Yes ☐ No ☐ Unsure
2. Investigate dispute and determine action to be taken	2.1 Collect all information from prior dealings with claimant and undertake further investigations as required 2.2 Inform claimant of progress and advise of any delays 2.3 Determine resolution action with consideration of facts, legislation, organisational policy and procedures, and industry codes of practice 2.4 Inform required personnel of action to be taken	☐ Yes ☐ No ☐ Unsure
3. Negotiate and resolve dispute	3.1 Inform claimant of decision and reasons if appropriate, and negotiate with claimant or representative as required 3.2 Resolve dispute according to required timelines, aiming to reduce need for litigation or formal conciliation services 3.3 Respect rights of claimant in all dispute-settlement procedures and refer unresolved disputes to formal conciliation services	☐ Yes ☐ No ☐ Unsure
4. Finalise dispute	4.1 Record dispute-resolution process outcomes and advise all parties affected by decision of the outcome and their rights to review decision 4.2 Prepare relevant documentation for unresolved disputes that have been referred to formal conciliation services according to legislation, regulations and codes of practice 4.3 Act on decisions of external dispute-resolution as required 4.4 Complete required documentation according to legislation and organisational procedures	☐ Yes ☐ No ☐ Unsure

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FNSINC411 - Conduct work according to professional practices in the financial services industry

UNIT	PERFORMANCE CRITERIA	Verification
1. Prepare to provide financial services	1.1 Identify tasks, requirements and responsibilities involved in own job role 1.2 Identify procedures, guidelines, policies, standards, codes of practice and ethical requirements relevant to own job role 1.3 Consult with appropriate colleagues to identify position and responsibilities of own job role in wider organisation	☐ Yes ☐ No ☐ Unsure
2. Provide financial services within the professional practice framework	2.1 Apply relevant procedures, guidelines, policies, standards, codes of practice and ethical considerations to own job role 2.2 Carry out work tasks according to organisational policies and procedures, and in accordance with industry, organisational and community expectations 2.3 Communicate with colleagues and clients regarding stakeholder needs and expectations of own job role as required	☐ Yes ☐ No ☐ Unsure
3. Maintain professional practice	3.1 Identify and review personal professional development needs and goals on regular basis 3.2 Clarify and comply with organisational, legislative, and regulatory requirements 3.3 Consult with managerial staff to clarify ongoing expectations and goals of organisation and job role	☐ Yes ☐ No ☐ Unsure

FNSORG411 - Conduct individual work within a compliance framework

UNIT	PERFORMANCE CRITERIA	Verification
1. Identify and assess individual compliance requirements	1.1 Review organisational policies and procedures and consult appropriate personnel to identify individual compliance requirements 1.2 Map compliance requirements against individual work practices 1.3 Discuss ethical considerations with appropriate parties	☐ Yes ☐ No ☐ Unsure
2. Review individual work practices	2.1 Review existing individual work practices and develop or modify to comply with organisational procedures 2.2 Record and report changes to appropriate organisational personnel	☐ Yes ☐ No ☐ Unsure
3. Identify and respond to ongoing requirements of compliance framework	3.1 Identify and research ongoing issues and updates relating to compliance frameworks applicable to individual work practices 3.2 Monitor and respond to changes to compliance requirements and organisational procedures 3.3 Identify and discuss own compliance professional development and training opportunities with key organisational personnel	☐ Yes ☐ No ☐ Unsure

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FNSRSK411 - Apply risk management strategies to own work

UNIT	PERFORMANCE CRITERIA	Verification
1. Identify and confirm risk management strategies	1.1 Research organisational, legislative and regulatory requirements and standards for risk management as indicated by regulators applicable to own job role 1.2 Access and interpret organisational strategy, policy and procedures for risk management 1.3 Clarify and confirm own risk management accountabilities and responsibility with key stakeholders as required	☐ Yes ☐ No ☐ Unsure
2. Apply risk management strategies	2.1 Determine appropriate organisational strategies and tools for controlling risks in own job role 2.2 Determine appropriate tools and strategies for controlling risk where own job role intersects with work of others 2.3 Choose and apply tools and strategies to own area of operation and responsibility	☐ Yes ☐ No ☐ Unsure
3. Report risk management breaches or concerns	3.1 Identify and record evidence of a breach or concern 3.2 Determine organisational procedure to follow in event of breach or concern 3.3 Report breach or concern as indicated by organisational procedure 3.4 Record notification of breach or concern according to organisational procedure	☐ Yes ☐ No ☐ Unsure
4. Review and propose improvements to risk management strategies	4.1 Establish regular processes to monitor, audit and review application of risk management strategies to own work practice 4.2 Identify opportunities for improvements in risk management strategies and recommend to appropriate stakeholders according to organisational procedure	☐ Yes ☐ No ☐ Unsure

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ELECTIVE UNITS:

PLEASE COMPLETE BELOW ONLY THOSE UNITS RELEVANT TO THIS RPL APPLICATION. INDICATE BY TICKING IN THE VERIFICATION COLUMN.

IF APPLYING FOR THE FULL QUALIFICATION PLEASE CHOOSE ONLY 3 UNITS BELOW

BSBLDR411 - Demonstrate leadership in the workplace

UNIT	PERFORMANCE CRITERIA	Verification
1. Prepare to demonstrate leadership	1.1 Identify organisation's requirements for management performance 1.2 Identify qualities required for positive management performance according to organisational policies and procedures 1.3 Develop and implement performance plans for individual and team according to organisation's business objectives 1.4 Establish key performance indicators according to organisation's business objectives	☐ Yes ☐ No ☐ Unsure
2. Align behaviour with organisational values	2.1 Locate and assess organisation's standards and values for conducting business 2.2 Identify how own performance will contribute to upholding organisational values 2.3 Identify issues to be resolved according to organisational values 2.4 Gather and organise information relevant to the issues under consideration	☐ Yes ☐ No ☐ Unsure
3. Model leadership behaviour	3.1 Facilitate individual's and team's active participation in team decision-making processes 3.2 Examine options and assess associated risks to determine preferred course of action 3.3 Develop plan to implement decisions agreed by relevant individuals and teams 3.4 Use feedback processes to monitor the implementation and impact of decisions	☐ Yes ☐ No ☐ Unsure

BSBLDR414 - Lead team effectiveness

UNIT	PERFORMANCE CRITERIA	Verification
1. Plan team outcomes	1.1 Lead team to identify and establish team objectives and work processes 1.2 Support team to document identified objectives and work processes according to organisational processes 1.3 Encourage team members to incorporate innovation and productivity measures in work plans 1.4 Lead and support team members to meet expected outcomes	☐ Yes ☐ No ☐ Unsure
2. Promote team cohesion	2.1 Provide opportunities for input of team members into planning, decision making and operational aspects of work team 2.2 Support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities 2.3 Provide feedback to team members on their efforts and contributions 2.4 Address or refer issues, concerns and problems identified by team members 2.5 Model expected behaviours and approaches	☐ Yes ☐ No ☐ Unsure

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3. Supervise team performance	3.1 Encourage team members to participate in and take responsibility for team activities and communication processes 3.2 Support team to identify and resolve problems which impede performance 3.3 Ensure own contribution to work team serves as a role model for others	☐ Yes ☐ No ☐ Unsure
4. Liaise with management	4.1 Establish open communication with line management 4.2 Communicate information from line management to the team 4.3 Communicate unresolved issues, concerns and problems raised by the team to line management to action 4.4 Communicate issues raised by management to the team to action	☐ Yes ☐ No ☐ Unsure

BSBOPS305 - Process customer complaints

UNIT	PERFORMANCE CRITERIA	Verification
1. Receive complaints	1.1 Assess complaint according to organisational policy 1.2 Inform relevant stakeholders that complaint has been received 1.3 Document customer complaints according to organisational policies and procedures	☐ Yes ☐ No ☐ Unsure
2. Process complaints	2.1 Identify complaints requiring escalation according to organisational policy, and escalate as required 2.2 Identify additional information requirements to resolve complaints that do not require escalation 2.3 Prepare information for resolving complaint	☐ Yes ☐ No ☐ Unsure
3. Resolve complaints	3.1 Identify implications of complaint for customer and organisation 3.2 Analyse options to resolve customer complaints according to legislation, organisational policies and codes of practice 3.3 Propose options according to legislative requirements and organisational policies 3.4 Escalate matters for which a solution cannot be determined to relevant personnel	☐ Yes ☐ No ☐ Unsure

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BSBOPS404 - Implement customer service strategies

UNIT	PERFORMANCE CRITERIA	Verification
1. Advise on customer service needs	1.1 Identify organisational customer service objectives and customer needs 1.2 Assess and clarify customer requirements 1.3 Identify and diagnose problems with service delivery 1.4 Develop options to improve customer service delivery according to organisational requirements 1.5 Provide recommendations to promote improvement of customer service delivery	☐ Yes ☐ No ☐ Unsure
2. Support implementation of customer service strategies	2.1 Consult with relevant stakeholders to develop customer service strategies 2.2 Assess customer service strategies and opportunities against customer service objectives 2.3 Identify and allocate available budget resources to fulfil customer service objectives 2.4 Action procedures to resolve customer difficulties and complaints according to organisational requirements	☐ Yes ☐ No ☐ Unsure
3. Evaluate and report on customer service	3.1 Review stakeholder satisfaction with service delivery according to organisational requirements 3.2 Identify and report changes necessary to meet customer service objectives 3.3 Prepare conclusions and recommendations on future directions of client service strategies 3.4 Monitor systems, records and reporting procedures for changes to customer satisfaction	☐ Yes ☐ No ☐ Unsure

BSBPEF501 - Manage personal and professional development

UNIT	PERFORMANCE CRITERIA	Verification
1. Manage work goal development	1.1 Document team member responsibilities and identify organisational framework for development of work goals 1.2 Support others to develop work goals, plans and activities that align with their responsibilities 1.3 Assess others' work goals, plans and activities for alignment with organisational goals and provide feedback to team members 1.4 Facilitate access to personal and professional development opportunities that align to team member goals, plans and activities	☐ Yes ☐ No ☐ Unsure
2. Facilitate achievement of work priorities	2.1 Assess and prioritise personal, team and organisational demands 2.2 Use technology to manage work priorities of the team 2.3 Identify and implement techniques to manage team health and wellbeing in the workplace	☐ Yes ☐ No ☐ Unsure
3. Develop and maintain professional competence	3.1 Document own development needs, priorities and plans using applicable competency standards, where required 3.2 Seek feedback from relevant personnel on own development needs 3.3 Participate in personal and professional development activities that address identified needs, priorities and plans	☐ Yes ☐ No ☐ Unsure

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FNSACC411 - Process business tax requirements (This unit requires pre-existing knowledge of taxation/accounts)

UNIT	PERFORMANCE CRITERIA	Verification
1. Maintain accounting records for taxation purposes	1.1 Access and interpret taxation accounting system requirements specific to own role 1.2 Establish and maintain records required to support taxation accounting system 1.3 Comply with specific taxation requirements for business documents	☐ Yes ☐ No ☐ Unsure
2. Establish and maintain process for managing business tax returns	2.1 Establish accounting process to manage process for taxation lodgements 2.2 Maintain sufficient and current records to comply with lodgement requirements according to organisational policies and procedures 2.3 Establish and meet lodgement schedule requirements	☐ Yes ☐ No ☐ Unsure
3. Process business tax returns and lodgements	3.1 Identify and use required returns and lodgements in line with organisational procedures 3.2 Process accounting data to comply with taxation reporting requirements 3.3 Draft returns and lodgements for review by authorised personnel	☐ Yes ☐ No ☐ Unsure

FNSACC421 - Prepare financial reports (This unit requires pre-existing knowledge of managing ledgers/accounts)

UNIT	PERFORMANCE CRITERIA	Verification
1. Prepare and maintain asset register	1.1 Prepare a register of property, plant and equipment from fixed asset transactions according to legislative and organisational policies and procedures 1.2 Determine method of calculating depreciation according to organisational requirements 1.3 Establish process for maintaining asset register and associated depreciation schedule according to accounting requirements and organisational policies and procedures	☐ Yes ☐ No ☐ Unsure
2. Record general journal entries for balance day adjustments	2.1 Record depreciation of non-current assets and disposal of fixed assets according to accounting requirements and organisational policies and procedures 2.2 Adjust expense accounts and revenue accounts for prepayments and accruals 2.3 Record bad and doubtful debts according to accounting requirements and organisational policy and procedures 2.4 Adjust ledger accounts for inventories and transfer to final accounts, if required	☐ Yes ☐ No ☐ Unsure
3. Update and prepare final general ledger accounts	3.1 Make general journal entries for balance day adjustments in general ledger system according to accounting requirements and organisational policies and procedures 3.2 Post revenue and expense account balances to final general ledger accounts system 3.3 Prepare final general ledger accounts that reflect gross and net profits for reporting period	☐ Yes ☐ No ☐ Unsure
4. Prepare end of period financial reports	4.1 Prepare revenue statement that reflects operating profit for reporting period according to organisational requirements 4.2 Prepare balance sheet and reflect financial position of business at end of reporting period 4.3 Identify and correct errors or refer for resolution according to organisational policy and procedures	☐ Yes ☐ No ☐ Unsure

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FNSCRD311 - Process applications for credit

UNIT	PERFORMANCE CRITERIA	Verification
1. Verify application details	1.1 Gather and record information required to support application according to organisational and industry credit policy and processes 1.2 Obtain information provided by applicant and verify information against other sources for accuracy and compliance with legislative requirements, industry regulations and organisational guidelines	☐ Yes ☐ No ☐ Unsure
2. Determine application outcome and communicate to customer	2.1 Conduct a credit assessment using established credit policy and request additional information from the customer if necessary 2.2 Prepare recommendations to accept or decline applications to provide credit or advance funds and identify any required security 2.3 Check that all information required to approve or decline application is provided and if decisions are beyond the limit of own authority, escalate to approving persons 2.4 Implement recommendation if required, and present outcome to approving persons 2.5 Inform applicant of the decision to decline or accept application	☐ Yes ☐ No ☐ Unsure
3. Maintain application records and monitor system	3.1 Produce documentation according to organisational and legislative requirements and required timeframes 3.2 Monitor and record file movements according to industry and organisational data security and safety standards	☐ Yes ☐ No ☐ Unsure

FNSCRD404 - Utilise the legal process to recover outstanding debt

UNIT	PERFORMANCE CRITERIA	Verification
1. Review appropriateness of legal recovery	1.1 Review account history and previous attempts at debt recovery to determine status 1.2 Analyse all documentation to confirm it is accurate and complete	☐ Yes ☐ No ☐ Unsure
2. Instigate legal process	2.1 Confirm within level of delegated authority the appropriate debt recovery action 2.2 Complete all necessary documentation accurately and in accordance with organisational policy and procedures to commence legal proceedings 2.3 Provide advice as required on estimated timeframes for progress of legal proceedings 2.4 Monitor written and verbal reports from service providers and maintain accurate records to reflect progress of legal action	☐ Yes ☐ No ☐ Unsure
3. Implement actions arising from legal process	3.1 Record outcomes of legal proceedings in accordance with the decision and relevant legislation 3.2 Refer matters to authorised personnel for further action where appropriate 3.3 Inform all stakeholders fully of outcomes of legal proceedings	☐ Yes ☐ No ☐ Unsure

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FNSCRD413 - Manage and recover bad and doubtful debts		
UNIT	PERFORMANCE CRITERIA	Verification
1. Determine and implement appropriate action to recover outstanding debt	1.1 Review account history and devise potential recovery actions 1.2 Advise customers promptly of possible implications of outstanding debts 1.3 Resolve any customer objections according to organisational guidelines and legislative requirements 1.4 Document agreed payment arrangements according to organisational system requirements	☐ Yes ☐ No ☐ Unsure
2. Monitor and review effectiveness of recovery action	2.1 Review customer accounts for their adherence to agreed payment arrangements 2.2 Identify customer non-compliance with agreed arrangements and manage according to organisational guidelines 2.3 Involve internal stakeholders in review and monitoring process as required	☐ Yes ☐ No ☐ Unsure
3. Determine and document eligibility for write-off	3.1 Re-assess account to determine if it is appropriate for write-off as agreed payment arrangements have not been met, as required 3.2 Document recommendations for write-off and account closure, complying with legislation and organisational guidelines	☐ Yes ☐ No ☐ Unsure

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As summarised on page 1, applicants are to provide a portfolio of work history to the assessor to verify work experience.

In the case of a loan writer please provide a recent loan application completed.

In the case of applicants working in a back office/support situation please provide a detailed job description.

In the case of applicants in consumer credit please provide a recent contract or credit application.

In the case of applicants working in debt collection please provide a details example of the process.

Note: With any contracts or client applications, please remove (black out) your client's personal identifiers such as names and telephone numbers, email addresses, etc.

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