Competency Standards for Caribbean Vocational Qualifications (CVQ)

CCFSF30206 Level III Payroll Administration

Unit Code	Unit Title	Mandatory /Elective	Hours
FSFCOR0011A	Work within a financial services context	Mandatory	10
FSFCOR0021A	Apply principles of professional practice to work in the financial services	Mandatory	10
FSFCOR0031A	Communicate in the workplace	Mandatory	10
FSFCOR0041A	Use technology in the workplace	Mandatory	10
FSFCOR0051A	Work with others	Mandatory	20
FSFCOR0061A	Apply health and safety practices in the workplace	Mandatory	10
FSFCOR0071A	Participate in formal communication processes	Mandatory	10
FSFCOR0091A	Contribute to the effectiveness of the work flow	Mandatory	10
FSFCOR0101A	Achieve personal effectiveness	Mandatory	10
FSFCUS0661A	Provide quality customer service	Mandatory	20
ITIMED0261A	Operate a presentation package (basic)	Mandatory	20
ITIDAT1082A	Operate a word processing application (advance)	Mandatory	20
ITIDAT1072A	Operate a spreadsheet application (advanced)	Mandatory	20
ITIDAT0332A	Operate accounting applications	Mandatory	20
FSFORG0443A	Manage own professional development	Mandatory	20
FSFCMP0032A	Comply with financial services legislation, industry and professional codes of practice	Mandatory	25
FSFACC0482A	Maintain petty cash account	Mandatory	15
FSFACC0432A	Record for payroll transactions	Mandatory	20
FSFACC0122A	Prepare statutory and non-statutory returns	Mandatory	20
FSFLIT0092A	Facilitate customer understanding of personal financial statements	Mandatory	15
FSFACC0392A	Process Payroll	Mandatory	20
FSFACC0413A	Undertake payroll activities	Mandatory	20
FSFCUS0113A	Resolve customer disputes	Mandatory	20
FSFFIN0123A	Produce work related reports and make presentations	Mandatory	15
FSFACC0414A	Prepare payroll	Mandatory	20
FSFACC0623A	Manage Payroll	Mandatory	15
FSBRFS0022A	Handle foreign currency transactions	Elective	20
BSBSBM0012A	Craft personal entrepreneurial strategy	Elective	50
FSFRFS0102A	Maintain main bank account	Elective	10
FSFACC0092A	Prepare income tax returns	Elective	10
FSFFIN0083A	Solve workplace problems	Elective	10

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CCFSF30206 Level III Payroll Administration (Cont'd)

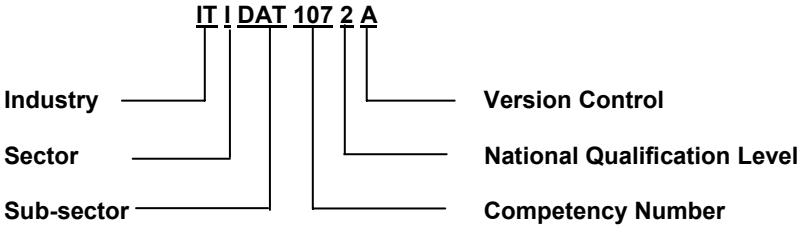
Unit Number	Unit Title	Mandatory /Elective	Hours
FSFORG0023A	Prepare reports for management	Elective	15
FSFORG0183A	Supervise work within a financial services context	Elective	20
FSFPRO0013A	Develop and maintain in-depth knowledge of products and services used by your organization or sector	Elective	15
FSFACC0293A	Administer financial accounts	Elective	10

To be awarded this Caribbean Vocational Qualification (CVQ) all Mandatory competency standards must be achieved. Electives achieved with the qualification will be awarded unit statement of competency.

The nominal training hours are a guide for planning the delivery of Training Programmes.

Legend to Unit Code

Example: ITCCCO0252A



Key: **Man – Mandatory; BAD – Business Administration; RFS – Retail Financial Services; FSF – Financial Services; DAT – Data Operation; ITI Information Technology (Information); CUS – Customer Service; ACC – Accounts; CRD – Credit; ITC Information Technology and Communication (Communication); Org – Organizational Skills; PRO – Product Knowledge/Skills; FSB – Financial Services (Banking); CMP – Compliance; LIT- Financial Literacy; MED – Multimedia; FIN – Finance; SBM – Small Business Management; DAT – Data Operation;**

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FSFCOR0011A: Work within a financial services context

Competency Descriptor: This unit covers the competency to apply industry and company procedures, guidelines, policies and standards in a daily work context within the Financial Services Industry.

Competency Field: Financial Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Work within financial services industry guidelines, procedures and legislation	1.1 Work carried out is consistent with existing industry and organizational guidelines and procedures relating to the Financial Services sector.
	1.2 All work complies with relevant legislation and codes of practice.
	1.3 Appropriate assistance to clarify work practices and relevant information is sought whenever necessary.
2. Work within company policy, guidelines and procedures	2.1 Work carried out is consistent with specific company policies, guidelines and procedures.
	2.2 Work conducted reflects an understanding of the philosophy of the company and its objectives.
	2.3 Work conducted meets company's quality standards in areas of: • honesty • efficiency • accuracy • customer service
3. Work to industry and company standards	3.1 The individual's responsibility in delivering quality service is consistently met.
	3.2 Appropriate dress and hygiene codes and business etiquette are followed at all times.
	3.3 All work is conducted within accepted codes of conduct including those related to: • maintaining confidentiality • use of company property • customer care • ethical behaviours including conflict of interests • non-discriminatory practices • compliance with reasonable direction

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RANGE STATEMENT

Competent performance of the performance criteria must be demonstrated in the context of this unit allowing for the differences between enterprises and workplaces. In addition the following variables may be present for this unit.

Relevant legislation and guidelines may include but not limited to:

- Industry Codes of Practice
- OH&S guidelines
- Fair Trading Competition
- Taxation Act
- Banking Act
- Finance Codes
- Electronic Funds Transfer Code of Conduct
- Financial Transaction Reports Regulations
- Company Act
- Financial Services
- Bank of Jamaica Act
- International Accounting Standards

Relevant guidelines and procedures but not limited to:

- industry and company codes of conduct
- customer service statements and codes of practice
- industry and company policy statements
- industry and company mission statements
- professional accounting bodies

Internal administrative support includes but not limited to:

- monitoring car fleet
- use of company property
- customer care

Type of work undertaken include but not limited to:

- initial customer service
- secretarial and/or reception duties

Philosophy of the industry/company may be reflected in but not limited to:

- customer service statements
- business plans
- mission statements
- memoranda
- policy statements

Appropriate assistance may be sought from:

- managers and/or supervisors
- staff from other areas
- colleagues
- documented information

Service delivery may be but not limited to:

- internal
- external
- in person
- by telephone
- by facsimile or other electronic means

Appropriate dress and hygiene may include but not limited to:

- uniform
- dress in accordance with company dress codes
- hygiene in accordance with company standards

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Company property may include but not limited to:

- cars
- office machinery
- office equipment/and supplies
- office furniture
- telephones and other communication devices

Business etiquette may be but not limited to:

- specifically written stated policies and procedures
- received as verbal advice from supervisors
- acquired through training

EVIDENCE GUIDE

The Evidence Guide is a guideline, which assists in the development of assessment instruments/tools to assess the competency of workers in the Financial Services sector. This requires evidence of consistent achievement of the workplace outcomes covered by the unit. An employee working at this level should be able to demonstrate the following underpinning knowledge and skills.

(1) Critical Aspects of Evidence

- demonstrated communication and listening skills
- thorough knowledge of industry/company protocol in dealing with customers
- thorough knowledge and application of industry/company dress and hygiene standards
- basic knowledge of relevant legislation and codes of practice
- demonstrated ability to use company property appropriately
- demonstrated understanding of principles of ethical behaviour, confidentiality, duty of care, non-discriminatory practices and their application in the workplace
- demonstrated ability to perform work within a quality customer service environment
- demonstrated effective knowledge of business etiquette within the industry/organization

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- industry and company policies and procedures in regard to customer service and administration
- relevant legislation and statutory requirements
- relevant knowledge of industry codes of practice including Fair Competition Act, Privacy Act, Credit Act
- basic questioning/listening techniques
- basic communication techniques
- basic telephone techniques
- industry/company security practices and knowledge of the reasons for such practices

- internal administration systems which may include:
  - administrative support filing
  - secretarial duties
  - reception duties
  - car fleet monitoring
  - stock control
- operation and maintenance of equipment which may include:
  - computers, modems, printers
  - photocopiers and facsimile machines
  - franking machines
  - industrial staplers
  - folding machines
  - calculators

Skills
The ability to:

- prepare written documentation
- use interpersonal and communication skills (including listening and questioning)
- apply telephone skills
- apply numeracy skills
- use appropriate software
- manage time
- use keyboard
- use referral skills
- use basic organisational skills

(4) Resource Implications

Learner and trainer should have relevant documentation and other physical resources normally used in the workplace.

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(5) Method of Assessment

Competency should be assessed under direct supervision, checking at various stages of the process and the completion of activity against the performance criteria.

(6) Context of Assessment

Competency should be assessed in the workplace or simulated workplace environment in accordance with workplace practice and safety procedures.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFCOR0021A: Apply principles of professional practice to work in the financial services

Competency Descriptor: This unit covers the fundamental skills needed for employment and the application of industry and company procedures, guidelines, policies and standards in a daily work context within the financial services industry.

Competency Field: Financial Service

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Identify the scope, sectors and responsibilities of the industry	1.1 External factors impacting on the financial services industry are identified and considered in carrying out activities.
	1.2 The main sectors of the financial services industry and the inter-relationship between sectors are identified and considered in carrying out activities.
	1.3 The roles and responsibilities of the participants in the financial services industry are identified and considered in carrying out activities.
2. Identify and apply financial services industry guidelines, procedures and legislation	2.1 Information on relevant legislation, regulations and codes of practice is collected and analysed and the application to the role in the workplace determined.
	2.2 Work practices are clarified in light of relevant legislation, regulations and codes of practice.
	2.3 Ethical guidelines are used to guide an ethical workplace practice and decisions.
3. Manage information	3.1 Relevant documents and reports are read and any implications discussed with relevant persons.
	3.2 Documents, reports, data and numerical calculations are organized, checked, analysed and evaluated to meet the industry, customer's and/or the organisation's requirements.
	3.3 Information is presented in a format appropriate for the audience.
4. Plan work to be completed taking into consideration time, resources and other constraints	4.1 Tasks to be done and relevant conditions are clarified and activities prioritized.
	4.2 Work planned is developed for either working alone or with others.

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	4.3 Work is planned for a given period, managing resources and time.
	4.4 Contributions are made to organisation's planning process.
	4.5 Changes in technology and work organization are adapted to.
5. Develop and maintain personal competency	5.1 Professional development needs and goals are identified and reviewed.
	5.2 Competency, authorisation and licensing requirements are clarified.
	5.3 Professional development opportunities that reflect needs and goals are sought and completed in an agreed upon timeframe.

RANGE STATEMENTS

Competent performance of the performance criteria must be demonstrated in the context of this unit allowing for the differences between enterprises and workplaces. In addition the following variables may be present for this unit.

Legislation, regulations, guidelines and codes of practice may include:

- industry codes of practice
- occupational health and safety (OH&S) requirements
- Factories Act
- workplace issues
- sexual harassment
- gender issues
- consumer credit code
- Privacy Act
- legislation covering competition, prudential regulation
- finance code
- Consumer Legislation Act
- International Accounting Standards
- Bank of Jamaica Act

Main sectors may include but not limited to:

- accounting
- insurance
- retail financial services
- lending services
- banking
- financial planning
- credit management
- credit and lending services
- mercantile management
- finance and mortgage broking
- conveyancing
- risk management
- loss adjusting
- worker compensation
- financial markets

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Calculations may include but not limited to:

- insurance premiums
- GCT
- bank balances, reconciliations
- interest
- income expected
- payments

Philosophy and ethical standards may include:

- maintaining confidentiality
- use of company property, resources and authority
- duty of care
- non-discriminatory practices
- conflict of interest
- full disclosure of remuneration/fees and other conflicts of interest which may influence the adviser's recommendation
- good faith
- mission statements
- induction program
- guidance from supervisor
- acceptance of gifts

Format appropriate for the audience may include:

- in person
- by telephone, facsimile or other electronic means
- written document
- application form

External forces may include but not limited to:

- value of the dollar
- interest rates
- political climate
- economic climate
- media, press and public relations reports

Professional development opportunities may include:

- professional workshops
- workshops
- accredited training programmes
- in-house training programmes
- coaching and mentoring
- conferences
- e-learning

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects and Evidence

- knowledge of products and services provided by sector
- knowledge of relevant legislation, regulations and industry codes of practice applicable to the workplace
- ability to analyse, evaluate and organise relevant information
- ability to prioritized work taking into account any constraints and available resources
- ability to identify and evaluate professional development opportunities

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(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- knowledge of industry and company policies and procedures in regard to customer service and administration
- knowledge of the economic and political climate relating to the financial industry
- knowledge of relevant legislation and statutory requirements and industry codes of practice including Consumer Credit Code, Privacy Act, Credit Act
- basic communication techniques such as questioning, listening and giving feedback over the phone, face to face, one to one, or in a small group
- knowledge of industry/company security practices and knowledge of the reasons for such practices
- knowledge of internal administration systems such as basic accounting systems and databases, software programs
- knowledge of technology and computer systems and software usage

Skill
The ability to:

- demonstrate basic communication skills in terms of literacy skills, written documentation, telephone skills, listening and questioning
- demonstrate basic interpersonal and communication skills (including listening and questioning)
- demonstrate administrative skills such as managing information, appropriate filing, documentation and coordinator of tasks and time management
- demonstrate basic numeracy skills including use of appropriate software, databases and computer and keyboards skills
- demonstrate referral skills

(4) Resource Implications

- access to appropriate technology and software

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

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(6) Context of Assessment

- This unit may be assessed in the workplace or a simulated environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 2	
Work with others and in team	Level 3	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFCOR0031A: Communicate in the workplace

Competency Descriptor:

This unit covers the fundamental communication skills needed to work in any sector of the finance industry. It includes the skills needed for interacting with customers, internal and external, and for giving, receiving and recording information.

Competency Field: Financial Service

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1	Use a range of techniques to gain workplace information	1.1	Instructions are followed and, where necessary, questions are asked to clarify what is required.
		1.2	Information is accessed from record systems and used according to instructions.
		1.3	Organisational procedures and policies related to workplace information are understood and implemented appropriately.
		1.4	Information is acquired and used appropriately for its purpose.
		1.5	Information is received orally using effective telephone techniques where necessary.
		1.6	Clarification is sought from appropriate personnel, as required.
2.	Communicate information to others using a range of techniques	2.1	Clear speech and language appropriate to the audience are used when communicating information.
		2.2	Information is accurately conveyed.
		2.3	Understanding of information is confirmed.
		2.4	Contributions are made to team discussions and informal meetings.
		2.5	Routine correspondence is prepared following industry and organisation standards.
		2.6	Numbers are used to carry out calculations as required.

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3.	Interact with others to achieve workplace outcomes	3.1	Effective verbal and non-verbal communication techniques are used to convey messages and information.
		3.2	Communication with people from diverse backgrounds is based on respect and sensitivity.
		3.3	Own role in achieving workplace outcome is defined.
		3.4	Cooperation and negotiation skills are used to fulfil workplace requirements and solve problems.
		3.5	Constructive contributions are made to group decision-making processes.
4.	Record workplace information as required	4.1	Workplace forms and documents are completed, either manually or electronically, in a clear, concise and easy to read format.
		4.2	Workplace records are kept up-to-date.

RANGE STATEMENT

Instructions may be:

- given orally or in writing
- tasks to be completed
- policies and procedures to be followed

Organisational policies and procedures may be:

- mission statements
- induction manuals
- procedures manuals
- policy statements
- customer service statements
- memorandums
- occupational health and safety manuals
- general workplace documents
- complaint and grievance procedures
- franchise agreements
- operating manuals
- company codes of practice

Record systems may be:

- work unit or centralised
- active or archived
- paper based or electronic

Information may be:

- oral communication
- formal or information messages
- customer details
- queries
- written communication
- tables and charts, such as budgets, accounts
- diagrams, pie charts, graphs
- performance charts
- sales charts

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Appropriate personnel may be:

- managers or supervisors
- peer support officers
- senior colleagues
- other personnel with special expertise as appropriate

Routine correspondence may be:

- memos, letters, notes, records

Diverse backgrounds may include:

- culture
- language
- race
- religion
- ethnic origin
- socio-economic status
- age, sex

Communication techniques may include:

- ace to face
- written communications such as emails, memos, written messages, letters, notices
- technology based including telephone, fax and computer
- verbal
- non-verbal

Forms and documents may be:

- memoranda
- letters
- incident forms
- brief reports
- applications forms
- complaints forms

EVIDENCE GUIDE

The Evidence Guide is a guideline, which assists in the development of assessment instruments/tools to assess the competency of workers in the Financial Services Industry sector. This requires evidence of consistent achievement of the workplace outcomes covered by the unit.

(1) Critical Aspects of Evidence

- completion of a range of communications tasks
- demonstrating effective techniques
- accurate receivable and transmission of workplace information

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- knowledge of company policies and procedures in regard to customer service, communications, correspondence, recording of information and messages, administration
- knowledge of effective communication techniques
- knowledge of types of correspondence used in the workplace

Skills
The ability to:

- basic listening and questioning techniques
- telephone techniques
- speaking clearly and directly
- use of basic software
- interpersonal skills
- negotiation skills
- calculation skills

(4) Resource Implications

- Assessment of this unit of competence requires access to workplace documents, policies and procedures, computers and other office equipment.

(5) Method of Assessment

- For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

This unit may be assessed at work, in a simulated work environment or a combination of these

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CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFCOR0041A: Use technology in the workplace

Competency Descriptor:

This unit covers using computers and associated devices and office technology to achieve outcomes required in the workplace.

Competency Field: Financial Service

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Clarify the function that the equipment fulfils	1.1 Computing equipment, associated devices and other equipment used in the workplace are identified.
	1.2 Functions of the computer equipment, associated devices and other equipment and the outcomes they are used to achieve are determined.
2. Access and enter information from/into the computer	2.1 Organisational procedures for accessing computer based equipment are followed.
	2.2 The computer system is navigated to find the required program/file.
	2.3 Appropriate software, including custom built software, is selected.
	2.4 The program/file is opened and the required data is identified.
	2.5 Data is entered, changed or removed as needed.
	2.6 Files are checked for accuracy.
	2.7 Internet/intranet searching and sending and receiving of emails is undertaken and relevant information or files are saved as required.
3. Save files/data and produce computer reports as required	3.1 Files/data are saved following standard procedures prior to exiting the computer equipment.
	3.2 Reports and document are produced.
	3.3 Data and documents are appropriately stored as required.
	3.4 Procedures for shutting down computers are followed.

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		3.5	Equipment and data is secured as required by the organisation's policies and procedures and/or as required by legislation or regulations and codes of conduct.
4.	Use manuals and online help to solve computing problems	4.1	Manuals, training notes, or company documentation are used to solve problems.
		4.2	Online help is accessed to solve problems.
5.	Undertake routine maintenance of computers and associated devices	5.1	Routine maintenance tasks are carried out according to manufacturer's instructions.
		5.2	Technical assistance is sought as necessary.
6.	Use and maintain other workplace equipment	6.1	Other equipment is used to achieve workplace outcomes as required.
		6.2	Routine maintenance is carried out or organised in line with manufacturer's instructions.
		6.3	Consumables for office equipment are used and replaced as required.

RANGE STATEMENT

Computing equipment, associated devices may include:

- computers
- scanners
- printers
- modems
- CD burners

Other equipment may include:

- photocopiers
- facsimile machines
- telephones

Organisational procedures may be related to:

- privacy and security of documents and files
- safe storage procedures
- administration systems
- access procedures
- maintenance procedures

Appropriate software may include:

- word processing
- spreadsheets
- databases
- accounting programs
- email and internet programs
- specific financial industry programs
- programs built or customised for a particular company

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Standard procedures may include:

- procedures for changing and saving information
- guidance on file naming and saving
- document format (eg reports, letters, memos, applications, formal financial documents)

Appropriate storage may include:

- electronic procedures for storage in directories, sub directories, back-up copies
- storage on compact disks, hard or floppy disks, backup systems
- filing of hard copies of correspondence, computer generated documents

Legislation or regulations and codes of conduct may include:

- Consumer Credit Code
- Privacy Act
- Financial Services Reform Act (FSRA)
- Electronic Funds Transfer (EFT) Codes of Conduct
- Financial Transactions Reports Act
- industry codes of practice

Routine maintenance may include:

- changing toners
- cleaning various parts of equipment
- replacing consumables
- checking when professional servicing is required (possibly under warranty)

Technical assistance may include:

- computer help desk personnel
- managers and supervisors
- designated technology assistance staff
- external staff employed by manufacturer of the equipment or software supplier
- staff from specialist computer support companies
- Consumables may include:
- ink or toner cartridges
- paper
- fax cartridges

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects of Evidence

- the ability to use technology and particularly computers to achieve the workplace outcomes required by their organisation

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge
knowledge of:

- available technology and its uses
- operating instructions and how to access the relevant manuals and operating procedures
- security procedures required by the organization or by legislation
- appropriate software, including the custom built software for a particular company, and computer applications including the internet and email
- company policy relating to use and maintenance of computers and other equipment

Skills
The ability to:

- interpersonal and communication skills
- computing skills
- se of software programs, including email and internet programs, and custom built computer programs
- referral skills (when to seek help)

(4) Resource Implications

Assessment of this unit of competence requires access to a range of equipment including computers, associated equipment such as scanners, printers and a range of programs for document production and management, information handling, using the internet and sending and receiving emails.

(5) Method of Assessment

- For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

This unit may be assessed in the workplace or in a simulated work environment.

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CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFCOR0051A: Work with others

Competency Descriptor: This unit covers the ability to work with others to achieve workplace outcomes.

Competency Field: Financial Service

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Interact with others to achieve workplace outcomes	1.1	Individual responsibilities within the workgroup are identified and met.
		1.2	Individual performance is periodically checked against group objectives and adjusted as required.
		1.3	Areas of responsibility that affect other group members are identified and met.
2.	Contribute to group decision making processes	2.1	Sensitivity to other workers individual differences is continually demonstrated in the daily work environment.
		2.2	Effective communication with other group members is maintained.
		2.3	A team commitment to help achieve workplace objectives is made whenever necessary.
3.	Overcome workplace problems	3.1	Harmonious working relationships are maintained with other group members and issues that may lead to, or involve conflict are appropriately referred or resolved in a timely manner.
4.	Manage self	4.1	Individual work activities are regularly planned in consultation with supervisor, in order to achieve workplace objectives within specified timeframes.
		4.2	Individual work is prioritised and reviewed as necessary.
		4.3	Individual work plans are aligned to group objectives.
		4.4	Self-improvement and training opportunities are identified and appropriate personnel are informed.
		4.5	Resources required to achieve workplace outcomes are identified.

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5.	Support and adapt to change in the workplace environment	5.1	Possible changes to workplace systems and practices, which could improve efficiency and effectiveness, are identified and suggested to appropriate personnel.
		5.2	Workplace practices are modified as necessary in response to approved changes in the workplace.
		5.3	Ability to adapt to change is demonstrated in carrying out workplace activities, when applicable.

RANGE STATEMENT

Competent performance of the performance criteria must be demonstrated in the context of this unit allowing for the differences between enterprises and workplaces. In addition the following variables may be present for this unit

Group objectives may include:

- written or verbally specified objectives that identify expected workplace outcomes and achievements
- industry targets
- company targets
- specific workgroup objectives

Individual differences may include:

- culture
- language
- race
- religion
- ethnic origin
- socio-economic status
- age, sex
- physical capacity

Resources may include:

- personnel
- equipment
- budget
- time

Workgroup may include:

- office specific groups of employees assigned to complete designated tasks or to work together
- the company as a whole
- individual branches
- individual work sections

Individual work plans may include:

- basic knowledge of communication principles
- basic knowledge of conflict resolution principles
- knowledge of time management principles
- basic knowledge of principles of effective teamwork
- basic understanding of reasons for organisational change

Workplace objectives may include:

- those objectives written or verbally specified that identify expected outcomes and performance within a designated workplace

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EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects of Evidence

- the ability to work with others to achieve the outcomes required by the organization
- ability to carry out work within the limits of the resources available and to the quality standards required by the organization

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- basic knowledge of communication principles
- basic knowledge of conflict resolution principles
- knowledge of time management principles
- basic knowledge of principles of effective teamwork
- basic understanding of reasons for organisational change

Skills
The ability to:

- interpersonal and communication skills
- teamwork participation skills
- time management skills
- planning skills
- referral skills
- basic conflict resolution skills
- resource management skills

(4) Resource Implications

- Assessment of this unit of competence requires access to the resources required for a team activity to meet a specific outcome.

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

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(6) Context of Assessment

This unit may be assessed in the workplace or in a simulated work environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 2	

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FSFCOR0061A: Apply health and safety practices in the workplace

Competency Descriptor:

This unit covers the competency to work safely in the financial services industry and follow sound occupational health practices at work.

Competency Field: Financial Service

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Follow workplace safety procedures	1.1	Health and safety procedures are applied at all times when carrying out daily work routines in the workplace.
		1.2	Safe practices for working with computers and other screen based equipment are followed at all times.
		1.3	Work is conducted within ergonomic guidelines.
		1.4	Hazard warnings and safety signs are recognised and observed.
		1.5	All hazardous materials and equipment are handled in accordance with manufacturer's guidelines and specified safe handling guidelines
		1.6	Safe manual handling techniques and safe equipment operation techniques are employed at all times.
		1.7	Work areas are kept clean and free from obstacles
2.	Contribute to occupational health and safety at work	2.1	OH&S issues are raised with designated personnel in accordance with workplace procedures and relevant legislation.
		2.2	Contributions are made to health and safety management in the workplace in accordance with the organisation's policies and procedures and within the scope of the employee's responsibility and competencies.
3.	Identify and follow workplace procedures for hazard control and other emergency situations	3.1	Hazards in the work area are recognised and reported to appropriate people following workplace procedures.
		3.2	Workplace procedures and instructions for assessing and controlling risks are followed accurately.

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3.3 Workplace procedures for dealing with incidents/accidents, fire and emergencies are followed whenever necessary.

3.4 Workplace emergency first aid procedures are followed.

RANGE STATEMENT

Competent performance of the performance criteria must be demonstrated in the context of this unit allowing for the differences between enterprises and workplaces. In addition, the following variables may be present for this unit.

Workplace may include:

- corporate and company offices, factories or sites
- home offices
- rented accommodation
- offices, property, or dwellings of clients
- motor vehicles or other transportation

Ergonomic guidelines may specify:

- the types of equipment used
- appropriate furniture
- safe usage time
- seating posture
- visual display unit screen brightness

Hazardous materials and equipment may include:

- faulty equipment
- chemicals
- electrical faults
- loose fixtures
- plant or equipment
- motor vehicles
- obstacles and obstructions

Designated personnel may include:

- health and safety officers
- supervisors and managers
- staff designated as health and safety representatives

Safe practices for working with computers and other screen based equipment may include:

- taking breaks
- ergonomic seating (correct height and positioning)
- techniques for avoiding eye strain (brightness, avoiding reflections, resting eyes)

Hazard warnings and safety signs may include:

- internationally recognised safety signs and hazard warnings
- industry recognised safety signs and hazard warnings

Safe handling guidelines and safe manual handling may include:

- those specified in legislation, company guidelines, procedures manuals and equipment operating manuals and safety information documents

Legislation may include:

- commonwealth and state legislation and regulations relating to OH&S

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Incidents/accidents, fire and emergencies may include:

- falls
- fire
- bomb threats
- criminal activity
- electrical faults

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects of Evidence

- ability to work without causing harm to themselves or to other workers
- ability to identify workplace hazards, demonstrate what should be done in cases of emergency, and contribute to the workplace strategy for managing the safety and health of the organisation

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- knowledge of health and safety legislation and responsibilities of employees and employers
- knowledge of safe working practices especially working with screen based equipment
- knowledge and understanding of hazard signs and safety symbols
- knowledge of emergency procedures including procedures for fire, accident and risk control
- knowledge of communication techniques

Skills
The ability to:

- skills in using equipment
- literacy and skills in interpretation of signs and symbols
- skills in working identifying hazards and referring them to appropriate personnel
- communication skills

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(4) Resource Implications

Assessment of this unit of competence requires access to the workplace and the usual OH&S resources available in the workplace.

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

This unit may be assessed in the workplace, a training organisation or a combination of both.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

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FSFCOR0071A Participate in formal communication processes

Competency Descriptor: This unit involves using communication skills, both speaking and writing to contribute to the formal workplace processes.

Competency Field: Financial Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Apply accepted conventions to participation in formal meetings and discussions	1.1	Knowledge of meeting procedures is applied to participation in formal meetings.
		1.2	Constructive contributions are made to discussion at formal meetings.
		1.3	Good listening techniques are used to achieve understanding of other points of view.
		1.4	Minutes of meetings are written, if required, following accepted conventions.
2	Take part in formal interviews	2.1	Purpose of the interview and role in the interview process are clarified.
		2.2	Preparations for the interview are made.
		2.3	Effective listening and questioning techniques are applied to receiving and giving information.
		2.4	Information or outcomes of the interview are analysed.
3	Write brief reports	3.1	Accepted report writing conventions are applied to production of report.
		3.2	Information on which to base the report is collected.
		3.3	Brief reports on workplace topics are written following accepted organisation and industry standards.

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RANGE STATEMENTS

Meeting procedures may include but not in limited to the formal conventions of meetings such as:

- undertaking role of chair including addressing participants, maintaining control of proceedings, following proceedings and managing voting procedures
- addressing the chair
- only one person speaking at once, no interrupting
- putting forward motions
- voting
- taking minutes

Listening techniques may include but not in limited to:

- maintaining eye contact with the speaker
- taking notes
- concentrating

Purpose of the interview may include but not limited to:

- employment
- promotion
- discipline
- information gathering
- follow up of action taken

Preparation may include but not limited to:

- formulating questions
- writing agendas
- carrying out relevant research

Report writing conventions may include but not limited to:

- using accepted structure for the report
- making sure the conclusions are based on the information presented
- justifying recommendations
- noting attachments and appendices

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.
This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.

Evidence is most relevant when provided through an integrated activity, which combines the elements of competency for the unit, or a cluster of units of competency.

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(1) Critical Aspects and Evidence

To achieve competency in this unit, a person must be able to demonstrate:

- ability to take part in a range of formal situations
- ability to produce reports
- ability to demonstrate listening and questioning skills

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- meetings procedures
- conventions for writing minutes
- listening and questioning techniques
- report writing conventions
- interviewing procedure

Skill
The ability to:

- listening and questioning skills
- research skills
- ability to write work related documents in clear, straightforward prose
- ability to empathise with others

(4) Resource Implications

Assessment of this unit of competence requires access to the documents and other resources required for the formal situation.

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

This unit may be assessed in the workplace or in a simulated work environment.

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CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFCOR0091A: Contribute to the effectiveness of the work flow

Competency Descriptor: This unit relates to the knowledge and skills required to contribute to the effectiveness of the workflow within the financial services industry.

Competency Field: Financial Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Plan and organise own work schedule	1.1 Routine and unexpected tasks are identified and prioritised according to organisational procedures.
	1.2 Appropriate planning aids are used to schedule work.
	1.3 Where priorities change work schedules are adapted accordingly.
	1.4 Difficulties encountered in meeting deadlines are promptly reported to the appropriate person.
	1.5 Assistance is sought where necessary to meet specific demands and deadlines.
2. Obtain and organise information in support of own work activities	2.1 Up to date information, relevant to own area of responsibility is obtained and maintained.
	2.2 Information held and maintained is relevant and sufficient for work activities.
	2.3 Sources of information are regularly reviewed for usefulness and relevance.
	2.4 Information is organised into a suitable form to aid work activities.
	2.5 Confidentiality of information is maintained in accordance with organisational procedures.
3. Obtain and maintain physical resources to carry out own work	3.1 Resources obtained effectively meet requirements of own work.
	3.2 Resources are stored safely and securely and are located to provide easy and quick access.

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3.3 Resources are obtained in accordance with organisational procedures.

3.4 Damaged or unwanted resource items are dealt with in accordance with organisational procedures.

RANGE STATEMENTS

Competent performance of the performance criteria must be demonstrated in the context of this unit allowing for the differences between enterprises and workplaces. In addition the following variables may be present for this unit

Planning aids include but not limited to:

- diaries
- schedules
- action plans

Resources include but not limited to:

- office consumables
- items of small equipment

Information held include but not limited to:

- that supporting own area of work

Information includes:

- technical
- organizational
- personal

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects and Evidence

- demonstrated ability to prioritise work
- demonstrated ability to work and achieve daily or periodical work plans
- demonstrated ability to adapt and respond to a changing workplace environment
- knowledge of organization procedures for obtaining resources
- knowledge of interpersonal communication techniques
- demonstrated understanding of importance of achieving individual workplace objectives
- the ability to carry out work within the limits of the resources available and to the quality standards required by the organization
- application of problem solving techniques in a workplace environment

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- identifying and obtaining reference materials
- personal storage systems
- indexing and cross-reference systems
- classification systems
- work methods and activities
- sources of relevant information
- procedures for obtaining information
- procedures for maintaining confidential information
- time management
- team working
- methods of identifying, ordering and/or requisitioning
- resources
- lifting and handling of resources
- storage of resources
- organisation's security procedures

Skill
The ability to:

- demonstrate interpersonal and communication skills
- demonstrate teamwork participation skills
- demonstrate time management skills
- demonstrate planning skills
- demonstrate resource management skills

(4) Resource Implications

- the availability of qualified and recognised assessors
- access to workplace documents
- opportunities for workplace demonstration or simulation
- accurate recording of candidate progress and performance
- access to company policies and practices

(5) Method of Assessment

Assessment of this unit of competence will usually include:

- practical demonstration
- questioning
- workplace documents
- projects/assignments
- written tests (verbal usage and verbal comprehension)
- portfolio of work documents
- third party reports

(6) Context of Assessment

This unit may be assessed at work, in a simulated work environment or a combination of these.

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CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 1	

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FSFCOR0101A: Achieve personal effectiveness

Competency Descriptor: This unit relates to the knowledge and skills required to achieve personal effectiveness and contribute to the effectiveness/efficiency of the workflow within the financial services industry.

Competency Field: Financial Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Plan and organise own work	1.1	Routine and unexpected tasks are identified and prioritised according to organisational procedures.
		1.2	Appropriate planning aids are used to plan and monitor work.
		1.3	Where priorities changed work plans are changed accordingly.
		1.4	Anticipated difficulties in meeting deadlines are promptly reported to the appropriate person.
		1.5	Assistance is asked for where necessary to meet specific demands and deadlines.
2	Obtain and organise information inn support of own work activities	2.1	Up to date information, relevant to own area of responsibility is obtained and maintained.
		2.2	Information held and maintained is relevant and sufficient for work activities.
		2.3	Sources of information are regularly reviewed for usefulness and relevance.
		2.4	Information is organised into a suitable form to aid work activities.
		2.5	Confidentiality of information is maintained in accordance with organisational procedures.
3.	Obtain and maintain physical resources to carry out own work	3.1	Resources obtained effectively meet requirements of own work.

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		3.2	Resources are stored safely and securely and are located to provide easy and quick access.
		3.3	Resources are obtained in accordance with organisational procedures.
		3.4	Damaged or unwanted resource items are dealt with in accordance with organisational procedures.
4	Establish and maintain working relationships	4.1	Information is provided to internal and external customers in line with routine requirements and one-off requests.
		4.2	The appropriate persons are asked for any information, advice and resources that are required.
		4.3	Commitments to others are met within agreed timescales.
		4.4	Communication methods are appropriate to the individual situation.
		4.5	Any communication difficulties are acknowledged and action is taken to resolve them.
		4.6	Opportunities are taken to promote the image of the department and organisation to internal and external customers.
		4.7	Confidentiality and data protection requirements are strictly followed.
5.	Maintain files and records	5.1	New documentation and records are put into the filing system (manual and computerized) in line with organisational procedures.
		5.2	Item movements are monitored and recorded where necessary.
		5.3	Documentation and records are kept according to organisational and legal requirements.
		5.4	Out of date information is dealt with in accordance with organisational procedures.
		5.5	Needs for improving filing systems are identified and brought to the attention of the appropriate person.

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6	Maintain a professional approach to employment	6.1	Realistic short and long-term career objectives identified.
		6.2	Personal capabilities are related to career objectives.
		6.3	Current position related to career objectives in a positive manner.
		6.4	Skills gap are identified and steps taken to fill them.
		6.5	Interests are shown in tasks other than that assigned.
		6.6	Strategies for projecting a professional image in current role are identified.

RANGE STATEMENTS

Assessment of performance requirements in the unit should be undertaken in an industry context. The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for the unit. Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the workplace.

Planning aids include but not limited to:

- diaries
- schedules
- action plans
- electronic planning tools

Internal customers include but not limited to:

- peers
- line staff
- managers
- other members of the organization

External customers include but not limited to:

- suppliers
- customers
- external agencies

Communication methods include but not limited to:

- written
- verbal
- electronic

Documentation include but not limited to:

- incoming correspondence
- copies of outgoing correspondence
- financial records
- manual
- computerized

Legal requirements include but not limited to:

- document retention
- confidentiality

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Filing system includes:

- manual
- computerized

Information held include but not limited to:

- that supporting own area of work

Resources include but not limited to:

- office consumables
- items of small equipment

Information includes:

- technical
- organizational
- personal

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects and Evidence

- ability to meet deadlines
- demonstrated ability to seek appropriate assistance
- demonstrated ability to communicate both orally and in writing
- knowledge of filing systems
- knowledge of organization structure
- knowledge of data protection legislation
- knowledge of document control
- presentation of career portfolio or similar information
- demonstration of professional performance

-(2) Pre-requisite Relationship of Units

Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- organizational procedures
- planning aids
- organizational structure and reporting relationship
- sources of information
- methods of communication
- safety and security regulations
- data protection legislations

Skill
The ability to:

- demonstrate effective interpersonal and oral and written communication skills
- apply research and analysis skills
- identify ways to improve performance
- interpret written and oral information
- accurately complete appropriate documentation
- monitor own performance and identify and prioritise any personal development needs

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(4) Resource Implications

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(5) Method of Assessment

- For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

- Assessment of performance requirements in this unit should be undertaken in an industry context and against industry defined assessment guidelines.
- Aspects of competency, including attainment of relevant knowledge and skills may be assessed in a simulated work environment or other appropriate means.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFCUS0661A: Provide quality customer service

Competency Descriptor: This unit applies to short-term contact with customers. It applies to identifying and satisfying customer needs and expectations in a positive and professional manner

Competency Field: Financial Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Receive an inbound inquiry	1.1	The customer is acknowledged using standard phrases within policy and procedures.
		1.2	The nature of the customer inquiry is identified.
		1.3	An attentive and helpful manner is used in dealing with customers.
		1.4	Call is terminated using standard phrases within policy and procedures.
2.	Make an outbound contact	2.1	An introduction is made using standard phrases within policy and procedures.
		2.2	The customer's availability to continue with contact is assessed.
		2.3	Call is terminated using standard phrases within policy and procedures.
3.	Establish a relationship with the customer	3.1	Customer's identity is confirmed and details of customer are recorded if appropriate.
		3.2	A rapport is established using active listening and empathy techniques.
4.	Determine customer requirements	4.1	Customer requirements are identified using active listening and empathy techniques.
		4.2	One or more courses of action are explained to the customer.
		4.3	Agreement on course of action is obtained.

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5.	Refer and transfer a customer to another agent	5.1	The customer is referred to other agent as appropriate.
		5.2	The customer and other agent are notified of all details relevant to the referral within policy and procedures.
		5.3	The transfer is executed efficiently.
6.	Respond to customer request	6.1	Requests are responded to promptly and accurately within policy and procedures.
		6.2	Requests are discussed in an articulate, easy to understand manner without the use of jargon or acronyms.
		6.3	Options to satisfy the customer's request are identified and recommended within policy and procedures.
		6.4	Company products and services are promoted to meet customer request within policy and procedures.
		6.5	Commitment to meeting the customer request is discussed and agreed.
		6.6	Additional or more detailed information are accessed to meet the customer's request if necessary.
		6.7	Further assistance is offered to the customer before closing.
		6.8	Standard phrases are used to close the call within policy and procedures.
		6.9	Legislation, codes, regulations and standards are observed throughout the transaction.

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RANGE STATEMENT

The following statements cover a wide range of circumstances. Assessment of candidates should be within the range that applies to the candidate's particular role or workplace.

Customers include but not limited to:

- user
- purchaser or beneficiary of a service, product or process
- internal or external

Active listening involves but not limited to:

- giving your full attention to the persons who are speaking
- responding in a way that lets them know you have listened
- understood their message as they have intended

Empathy involves but not limited to:

- the ability to recognise people's feelings
- respect the other person's position

Inquiry includes:

- question or request for information from a customer that can be resolved by provision of information

Inquiries include but not limited to:

- requests for advice or assistance from internal or external customers, workplace colleagues and team leaders, managers, other staff members and members of the general public
- questions about products and services
- interactions with customers in a billing, provisioning, faults, selling, telemarketing, general inquiry or complaints context

Team includes but not limited to:

- the whole organization
- any group/sub-unit within the centre

Commitment includes but not limited to:

- building rapport
- keeping promises
- keeping the customer informed
- doing it right the first time
- owning the customer's request
- responding to the customer's request with operational efficiency
- working with timelines

Relevant legislation, regulations and standards include but not limited to:

- declaration of secrecy
- trade practices act
- Equal Employment Opportunities (EEO) and anti discrimination legislation
- telecommunications act
- enterprise standards and policy
- Occupational Health and Safety (OHS) legislation
- freedom of information act

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EVIDENCE GUIDE

Competencies should be demonstrated by the ability to provide quality customer service in accordance with the performance criteria and the range listed within the range of variables statement.

(1) Critical Aspects of Evidence

Assessment candidates should produce evidence of the following:

- knowledge of enterprise products and service
- knowledge of and adherence to enterprise standards, policies and procedures
- use of appropriate phrases in dealing with customers
- clear and concise communication with the customer including use of active listening and empathy techniques
- referral of inquiry in a prompt and efficient manner
- various options are provided to the customer when more than one option can satisfy customer need
- commitments are made with customer in accordance with enterprise policy
- projection of a professional image in representing the company

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- empathy
- teamwork
- enterprise policies, procedures and guidelines
- enterprise culture and values
- enterprise business goals and standards
- enterprise protocols associated with customer service
- operational environment: (customer base, company products and services)
- operational systems

Skills
The ability to:

- use computer keyboard
- articulate enterprise products and services
- carry out questioning and active listening techniques to clarify information
- apply customer service skills to satisfy customer requirements
- offer effective rebuttals

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(4) Resource Implications

The following resources should be made available:

- an operational customer contact centre or a simulated contact centre with similar features
- customer contact technologies
- information technology

(5) Method of Assessment

Competency should be assessed while work is undertaken under limited or no supervision and include observation of real or simulated processes and procedures and questions related to underpinning knowledge.

(6) Context of Assessment

Assessment should include practical demonstration either in the workplace or through a simulation. This should be supported by a range of methods to assess underpinning knowledge.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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ITIMED0261A: Operate a presentation package (basic)

Competency Descriptor: This unit deals with the skills and knowledge required to operate presentation applications and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Create presentations	1.1	The opening of presentations and addition of texts and symbols follow the correct and appropriate procedures.
		1.2	Presentation is saved to correct directory/folder.
2.	Customise basic settings	2.1	Page display modes and size are adjusted.
		2.2	Selected font type, size and colour are appropriate for the purpose of the presentation.
		2.3	Ability to view multiple slides at once is demonstrated.
3.	Format presentations	3.1	Organisational charts, charts, bulleted lists are used and modified as required.
		3.2	Objects (images and graphics) are correctly added and manipulated to meet presentation purpose.
		3.3	Objects such as tables are imported and modified for presentation purposes.
		3.4	Slides are duplicated within and/or across presentations following correct procedures.
4.	Print presentation	4.1	Slides are previewed in the required formats.
		4.2	Slides are printed in the required formats.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating a presentation package and applies to individuals in the information and communication industry.

Software may include:

- Microsoft Office
- Lotus Suite
- Claris Works

Equipment including:

- personal computer/ networked system
- printer
- projector

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Formatting may include:

- appearance
- margin
- page size
- page orientation
- header and footer

Guidelines may include:

- organisational style guides
- organisation quality procedures
- naming conventions

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to correctly operate a presentation package in accordance with the performance criteria and the range listed within the range of variable statements.

(1) Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- creating presentations to specifications
- add text and symbols to presentations
- format presentation appropriately
- produce required outcome

(2) Pre-requisite Relationship of Units

- ITICOR0231A Operate a personal computer

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- types of software with presentation applications
- software functions for formatting and manipulating objects
- using a scanner
- importation of tables and charts

Skills
The ability to:

- design presentation
- manipulate tools and features
- customise settings
- format presentation
- create slide show effects
- insert text and images
- preview and print presentation correctly

(4) Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/networked system

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(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6) Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level -	
Solve problems	Level 1	
Use technology	Level 1	

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ITIDAT1082A: Operate a word processing application (advance)

Competency Descriptor: This unit deals with the skills and knowledge required to operate a word processing application and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Insert, format and protect form elements	1.1	A rough sketch of the form to be created is drawn on a paper.
		1.2	The form fields required to gather information are determined.
		1.3	The desktop environment is customized to include forms toolbar.
		1.4	Form fields are inserted and their properties set.
		1.5	Form fields are checked to conform that they are long enough to handle input from the user.
		1.6	The form fields are formatted and styled as required.
		1.7	Forms and fields are protected/unprotected.
2.	Create tables for forms	2.1	Tables are created for alignment of fields or to control row height.
		2.2	Form fields are placed in table cells.
		2.3	Table cells are formatted as required.
3.	Create and work with a long document	3.1	A general outline is decided and work is divided into sections or chapters with headings and sub-headings.
		3.2	Templates are created and styles applied on headings to consider how the final version will be bound.
		3.3	Document maps are used to move quickly around the document.
		3.4	Sections are created in documents when certain parts of the documents are required to be formatted differently from the other parts of the document.

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		3.5	Different headers and footers are added to different pages within the document as required.
		3.6	Table of contents are applied as required.
4.	Create macros and run macros	4.1	Macros are recorded as required.
		4.2	Macros are run and edited as required.
		4.3	Macros are added to the toolbar.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to advance operations of a word processing application and applies to all individuals in the information and communication industry.

Software may include but are not limited to:

- Microsoft Word
- Microsoft Works
- Corel WordPerfect

Equipment may include:

- personal computer
- printer

Formatting may include:

- page orientation
- margins
- enhancements to text –colour, font, size
- enhancements to format – borders, patterns and colour
- alignment on page

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EVIDENCE GUIDE

Competency is to be demonstrated by the ability to complete basic operations associated with creating and formatting forms, long documents and macros in accordance with the performance criteria and the range listed within the range of variable statements.

(1) Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- create documents in line with organisation's guidelines
- customise settings
- format and layout document to specification
- insert form elements
- use software features and tools appropriately
- create and run macros

(2) Pre-requisite Relationship of Units

The pre-requisites for this unit is:

- Ni

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- operating systems software and software tools
- applications and their features
- form fields and their properties
- use of document maps
- macros and templates

Skills
The ability to:

- create form elements
- customise settings
- create tables and templates
- work with long documents
- format and style documents

(4) Resource Implications

The following resources should be provided:

- work environment (simulated or actual enterprise)
- personal computer/network
- printer

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(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6) Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level -	
Solve problems	Level 2	
Use technology	Level 2	

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ITIDAT1072A: Operate a spreadsheet application (advanced)

Competency Descriptor: This unit deals with the skills and knowledge required to perform operations using advance features of a spreadsheet application and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Create spreadsheets	1.1	Basic built-in functions are appropriately employed.
		1.2	Appropriate formulae are entered using relative and absolute referencing where required.
		1.3	Formulae are promptly corrected when standard error messages occur.
		1.4	Various tools are used appropriately during spreadsheet development.
		1.5	Data entries are copied or increased incrementally for logical and clear presentation of information.
2.	Customise spreadsheet environment	2.1	Page display modes, orientation and size are appropriately adjusted to meet user requirements and/or special needs.
		2.2	Toolbar is appropriately modified to meet user and document uses.
3.	Format spreadsheet	3.1	Selected format is correctly copied from another cell or group of cells in the spreadsheet or from another active spreadsheet.
		3.2	Appropriate formatting tools are used as required within the spreadsheet and/or individual cells.
		3.3	The ability to identify, set, edit and test basic and conditional cell validations is demonstrated.
		3.4	Message boxes are created.
		3.5	Headers and footers are inserted and all the necessary information and formatting styles are incorporated into the headers and footers using the correct procedures.

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		3.6	Document is saved in another format and in a format that is appropriate for posting to a web site.
4.	Incorporate objects and charts in spreadsheets	4.1	Objects are imported to and manipulated within a spreadsheet using the correct procedures.
		4.2	Spreadsheet data is clearly displayed in different charts.
		4.3	Charts are appropriately modified for formatting purposes.
5.	Sort and Lookup Records	5.1	Basic and advanced sorting options are used.
		5.2	Lookup functions to return values from search table are used.
		5.3	Scenarios are created and worked with.
6.	Create nested functions and macros	6.1	Nested functions are created, edited and copied.
		6.2	Macros are created, edited and executed.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to the operations of advance features of spreadsheet applications and applies to individuals in the information and communication industry.

Hardware may include but not limited to:

- personal computer
- networked system
- printer

Software may include but not limited to:

- Microsoft Excel
- Lotus 123

Formatting may include:

- margins
- indentations
- page layout
- orientation

Mathematical formulae may include:

- average
- interest
- multiply
- divide

Data may include:

- numeral
- text
- images
- objects

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EVIDENCE GUIDE

Competency is to be demonstrated by the ability to complete basic operations associated with the advanced features of a spreadsheet application in accordance with the performance criteria and the range listed within the range of variable statements.

(1) Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- creating spread sheets
- insertion of correct data
- use appropriate formulae
- formatting and modifications done to specifications
- create nested functions and macros
- correct interpretation of job specifications

(2) Pre-requisite Relationship of Units

Pre-requisites for this unit are:

- ITICOR0231A Operate a personal computer

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- basic technical terminology in relation to reading help files and prompts
- log-in procedures relating to accessing a PC
- types of software
- basic mathematics
- formatting functions of software
- nested functions and macros

Skills
The ability to:

- create spreadsheets
- format and modify worksheets
- apply mathematical formulae
- customise settings

(4) Resource Implications

The following resources should be provided:

- actual workplace or simulated environment
- personal computer/network
- printer

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(5) Method of Assessment

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

(6) Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

Simulated activities must closely reflect the workplace.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level -	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

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ITIDAT0332A: Operate accounting applications

Competency Descriptor:

This unit deals with the skills and knowledge required to operate common accounting software packages in order to maintain enterprise financial records and applies to individuals operating in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Software is customised and enterprise data created	1.1 Software is loaded, registered and configured according to operating instructions and enterprise requirements as needed.
	1.2 Chart of accounts is established according to operating instructions and enterprise requirements.
	1.3 Data on customers and sales is created according to operating instructions and enterprise requirements.
	1.4 Data on suppliers and purchases is created according to operating instructions and enterprise requirements.
	1.5 Payroll details are created according to operating instructions and enterprise requirements.
	1.6 Inventory details are created according to operating instructions and enterprise requirements.
	1.7 Tax codes are established according to operating instructions and enterprise requirements.
2. Transactions are recorded and tracked as required	2.1 Invoices are generated and tracked according to operating instructions and enterprise requirements.
	2.2 Customer payments and deposits are recorded and tracked according to operating instructions and enterprise requirements.
	2.3 Purchases are recorded and tracked according to operating instructions and enterprise requirements.

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		2.4 Wages, allowances and superannuation is paid according to operating instructions and enterprise requirements.
		2.5 Enterprise data, forms and templates are updated according to operating instructions and enterprise requirements.
		2.6 Backups are made according to operating instructions and enterprise requirements.
3.	Reports are generated as required	3.1 Accounts are reconciled according to operating instructions and enterprise requirements.
		3.2 Reports are generated according to operating instructions and enterprise requirements.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to operating accounting applications and applies to individuals in the information and communication technology industry.

Enterprise equipment and data may vary according to:

- size
- type and complexity of business
- number of employees
- sources of income
- the nature of sales
- tax obligations
- support provided by accounting professionals

Hardware may include but are not limited to:

- personal computers
- networked systems

Software may include but are not limited to:

- commercial software applications
- organisational specific software
- word processing

Documents may include but are not limited to:

- established files
- new documents

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Keyboarding speed will vary according to:

- organisational requirements
- job roles within an organisation.

The keyboard technique will be in line with OHS requirements for safe use of keyboards.

Reports will vary according to enterprise requirements and the extent of support provided by accounting professionals, but might include:

- Profit and Loss Statements
- Balance Sheets
- Charts of Accounts Summary
- Business Activity Statements

Mode of payment may include:

- cheques
- cash
- credit cards
- credit notes

EVIDENCE GUIDE

Competency is to be demonstrated by the ability to operate accounting applications in order to create and maintain enterprise financial records that meet business and legislative requirements in accordance with the performance criteria and the range listed within the range of variable statements.

(1) Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with Occupational Health and Safety regulations applicable to workplace operations
- indicate compliance with organisational policies and procedures
- apply organisational quality procedures and processes

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- the features and functions of common accounting software such as MYOB, Quicken and Phoenix
- a sound understanding of basic accounting principals such as assets, liabilities, equity, income, cost of sales, expenses, debtors and creditors
- a sound understanding of basic accounting devices including accounts, sales journals, purchases, invoices, transaction journals, general ledger and chequebook register
- the features and functions of common accounting reports including Profit and Loss, Balance Sheet, Chart of Accounts Summary and Business Activity Statements
- a sound understanding of current legislative requirements relating to enterprise requirements including income tax rates and GCT

Skills
The ability to:

- operate a PC and relevant peripherals
- use mathematical ideas and techniques related to recording and analysing basic financial data

(4) Resource Implications

To demonstrate competence in this unit the candidate will need access to:

- current commercial accounting applications and a PC with appropriate specifications to run the software.

(5) Method of Assessment

Competence in this unit may be assessed using formative assessment to ensure consistency of performance in a range of contexts.

Assessment of this unit of competence could include review of documents developed by the candidate. Questions related to the performance criteria and directed to the candidate, peers and business client will assist in assessing competence. Observation of skills will assist in the collection of evidence.

Simulated activities must closely reflect the workplace.

Peers and supervisors must be available to give information on the extent and the quality of contribution made.

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(6) Context of Assessment

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFORG0443A: Manage own professional development

Competency Descriptor:

This competency standard covers the skills and knowledge required for individuals working in the financial services to effectively manage their own performance and take responsibility for their professional development.

Competency Field: Financial Service

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Determine and monitor development needs	1.1 Relevant occupational competency standards and other benchmarks are reviewed to identify industry and organisational professional performance standards and requirements.
	1.2 Own competence skill gaps and key areas for development with regard to the provision of financial products and/or services are assessed against competency criteria.
	1.3 Feedback from relevant persons is compared with own assessment of performance and used to identify development needs to improve personal professional competence.
2. Develop and maintain competence	2.1 A personal professional development plan is designed which reflects identified needs and objectives in accordance with relevant authorisation and licensing requirements.
	2.2 Personal development strategies suitable to individual learning styles are selected and used to maintain currency of professional development and competence.
	2.3 Personal performance and progress is reviewed with relevant persons to determine the efficiency and effectiveness of own professional development and competence.
	2.4 Information regarding competency development is documented and maintained in accordance with organisational requirements.
3. Improve professional practice	3.1 Professional networks and associations are participated in to identify and build relationships to provide benefit and positive outcomes for individuals and the organisation.

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3.2 New developments and trends across the finance sector are identified and the associated knowledge and skills acquired are applied to improve current processes and practices.

3.3 Ethical and competent performance is developed to maintain positive relationships with relevant persons.

3.4 Opportunities for improving professional practices and services are identified through the use of continuous improvement techniques and processes.

RANGE STATEMENTS

Assessment of performance requirements in the unit should be undertaken in an industry context. The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for the unit. Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the workplace.

Competency standards and other benchmarks may relate to:

- all those personal and technical knowledge, skills and attitudinal aspects (competencies) required to effectively and efficiently undertake the day to day tasks and duties of the practitioners work function and specifically:
- competency standards for financial dealing industry
- other relevant industry, cross-industry and enterprise competency standards

Other benchmarks such as:

- quality assurance standards
- industry and agency codes of conduct and codes of ethics
- statutory and legislative requirements in terms of qualification levels and financial dealing practice
- professional bodies' competencies and codes of practices/ethics
- organisational human resource development policies and procedures
- occupational or functional roles
- professional accreditation and re-accreditation requirements

Professional performance standards are:

- those personal and technical attributes and skills required to undertake the day to day tasks and duties of the adviser's role to the required organisational
- performance level

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Financial products may include but not limited to:

- cash
- reciprocal purchase agreements
- negotiable/transferable instruments
- securities (debt/equity)
- capital markets
- derivatives (forward rate agreements, swaps, options, futures)
- foreign exchange
- electricity contracts
- commodities (hard and soft)
- government bonds
- managed funds
- superannuation products
- managed investment products
- insurance products

Assessment against competency criteria may include but not limited to:

- formal/informal initiated performance appraisals
- obtaining feedback from clients, colleagues, management
- personal reflective behaviour strategies/methodologies
- other which facilitate the identification of personal strengths/weaknesses/issues
- Feedback may include:
- formal and informal discussions, reviews and evaluations with:
- existing and previous clients
- peers, colleagues and managers
- information provided by those involved in a professional capacity both internal and external to the organisation

Personal development strategies may include but not limited to:

- accessing internal and external short course or qualification base training
- development of improved interpersonal/technical skills
- updating stress management abilities
- adapting work rotation to facilitate changing personal/work priorities
- formal/informal learning programs
- utilisation of existing strengths to focus future career development
- cultural awareness/sensitivity
- involvement in community activities
- coaching, mentoring and or supervision
- counselling
- updating/maintaining knowledge base on financial dealing issues and current context for work/professional practice
- establishment of new career paths
- Relevant persons may include:
- managers, supervisors
- colleagues
- peers

Professional network and associations may:

- promote individual ethics and integrity
- improve workplace performance resulting from adaptation to new technologies/organisational climates, acquisition of new skills, adaptation of new work practices
- facilitate and encourage the development and maintenance of high levels of professionalism

Ethical behaviours may include but not limited to:

- compliance with industry codes of practice
- compliance with legislative and regulatory requirements
- compliance with client instructions
- avoiding conflicts of interest
- arrangements for vulnerable or special needs clients
- disclosure of all fees, charges, commissions, special interests and relationships relevant to a clients financial plan
- organisational standards

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EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects and Evidence

- knowledge of organisational and/or industry professional development requirements
- ability to determine and monitor development needs
- ability to develop and maintain competence
- ability to improve professional practice

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- principles and techniques of measuring performance and self assessment
- concepts of career development and management
- range of career development strategies and plans
- development needs analyses techniques
- concepts of competency
- relevant competency standards
- processes to interpret competency standards and apply them to self
- methods to identify and prioritise personal learning needs
- mechanisms to obtain and analyse feedback
- range of evaluation methodologies
- organisational policies and procedures, particularly in relation to employment, career planning and progression
- organisational and professional procedures, practices and social, ethical and business standards
- economic environmental trends
- limitations of work role, responsibility and professional abilities
- equal employment opportunity (EEO), equity and diversity principles
- legislation and statutory requirements

Skill
The ability to:

- monitor own performance and identify and prioritise any personal development needs
- identify ways to improve performance
- create a personal professional development plan
- access learning opportunities to extend own personal work competencies
- apply critical analysis, evaluation and deductive reasoning techniques
- develop and expand professional networks and participate in positive relationship building to further enhance skills and knowledge
- set career goals and evaluate alternative career paths
- interpret written and oral information
- give, receive and analyse feedback
- work effectively with teams and groups
- accurately complete appropriate documentation

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(4) Resource Implications

- access to suitable resources to demonstrate competence
- assessment instruments, including personal planner and assessment record book
- access to a registered provider of assessment services

(5) Method of Assessment

- For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

- Assessment of performance requirements in this unit should be undertaken in an industry context and against industry defined assessment guidelines.
- Aspects of competency, including attainment of relevant knowledge and skills may be assessed in a simulated work environment or other appropriate means.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 3	
Work with others and in team	Level 3	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFCMP0032A Comply with financial services legislation, industry and professional codes of practice

Competency Descriptor: This unit describes the functions involved with ensuring compliance with financial laws, regulations, ethics and industry codes of practice on an organisational level.

Competency Field: Financial Service

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Identify and apply organisational requirements of legal principles and regulatory obligations	1.1 Source documents for legislation, regulations and policies relevant to the provision of financial products and services are sourced and accessed.
	1.2 Key legal principals and organisational implications relating to the provision of financial products and services are interpreted and analysed.
	1.3 The organisational requirements of these documents and their impact on work practices are identified in terms of procedural requirements.
	1.4 Procedural requirements relating to operational aspects of laws and regulations and codes of practice are executed in line with organisational policy.
	1.5 Internal monitoring/audit program is implemented according to organisational and role requirements.
	1.6 Mechanism is established to ensure currency of regulatory literature is maintained
2. Identify changes and implications of laws, regulations, rules and circulars	2.1 Changed legislation, regulations and policies are accessed in a timely manner.
	2.2 Changes to regulatory requirements are identified and communicated in line with organisational policy.
	2.3 Operational procedures are reviewed and reflect changes to regulation and legislation.

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		2.4 Implications for products and services are identified and changes implemented in accordance with client, legislative and organisational requirements.
3.	Comply with any relevant industry or professional codes	3.1 Relevant industry and professional codes of practice are sourced, accessed and applied to own work in accordance with industry and organisational requirements.
		3.2 Key principles and responsibilities are interpreted in accordance with industry codes of practice.
		3.3 Own interpretation and application of industry codes of practice is confirmed and clarified as required with relevant persons.
		3.4 Impact of codes of practice on work practices is understood and implemented.
		3.5 Own ethical behaviour demonstrates a commitment to comply with industry and professional codes of practice.
4.	Maintain statutory records	4.1 Copies of relevant records are maintained.
		4.2 Copies of any relevant agreements are kept on file.
		4.3 Evidence of current authorisation, training and relevant licences are maintained in accordance with organisational, legal and regulatory requirements available.

RANGE STATEMENTS

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance. The following variables may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry contexts.

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Relevant legislation, regulations and polices may include:

- Securities and Investments Commission (SIC) Act, policy and guidelines
- legislation and regulations administered by Taxation Acts and regulations
- Superannuation Acts and regulations
- Industrial Relations Acts, awards and enterprise agreements
- occupational health and safety (OH&S) legislation
- organizational codes of conduct
- Contract Law
- Consumer Affairs Act
- Social Security regulations
- Insurance Act

Organizational requirements may be outlined and reflected in:

- use of compliance documentation (eg Product Disclosure Statements, Statements of Advice)
- legal and organizational policies/guidelines
- policies and procedures in relation to client service
- formal procedures manual and/or quality assurance documents
- goals, objectives, plans, systems and processes
- business and performance plans
- mission statements, strategic plans

- Relevant legislation, regulations and polices may include: (Cont'd)

- cash handling and storage procedures
- teller cash count procedures
- dispute resolution processes
- referral procedures
- access and equity principles an practice guidelines
- ethical standards, codes of practice

- product or service development
- complaints and dispute resolution procedures
- OH&S policies, procedures and programs
- quality and continuous improvement process and standards

Laws and regulations may include but not limited to:

- Trade Practices
- Consumer Protection
- Corporation Law

Compliance with professional and ethical codes may include organzations such as:

Internal monitoring/audit programs may include but not limited to:

- monthly journal audits
- Financial Services Reform (FSR) document audits
- loan document audits
- audits of disclosure documentation
- qualification checks

Relevant industry and professional codes include but not limited to:

- Life Insurance Code of Practice
- Banking Code of Practice
- Mortgage Brokers Code of Practice
- any ethical codes of any association or body to which the adviser belongs

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Relevant records include but not limited to:

- tax records
- training records
- statutory records

Relevant agreements include but not limited to:

- life offices
- life brokers

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects and Evidence

- knowledge of relevant industry codes
- knowledge of relevant laws and regulations
- ability to comply with operational aspects of laws, regulations, rules and circulars
- ability to explain changes and implications of law, regulations, rules and circulars when requested
- ability to comply with agency/broker agreement and professional indemnity obligations
- ability to comply with relevant industry codes
- ability to maintain statutory records

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- relevant regulation pertaining to the financial services industry sector
- relevant codes of practice
- disclosure of capacity criteria
- relevant agency agreements and/or broker authority
- client complaints handling procedures
- duty of care principles
- professional indemnity insurance
- laws of principal and agents
- relevant associations and ethics
- general obligations of a financial services adviser
- statutory records the advisers need to maintain

Skill
The ability to:

- implementation of an internal, monitoring/audit program for any staff and authority holders
- the interpretation of statutory requirements
- communication of regulatory changes to appropriate personnel and clients
- secure record keeping procedures
- timely responses to client queries or service needs
- evidence of distribution of complaints handling brochures/pamphlets to clients where appropriate

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(4) Resource Implications

- Unless otherwise specified, there are no significant resource implications for assessment of this unit, apart from access to a relevant workplace or closely simulated office environment and the use of a range of office equipment, technology and consumables. These may include routine commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment found in a financial services workplace.

(5) Method of Assessment

- For valid and reliable assessment of this unit, evidence must be gathered through a range of methods to indicate consistent performance.
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

- This unit may be assessed in a simulated work environment. Assessment of performance requirements in the unit should be undertaken in an industry context.

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CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 3	
Work with others and in team	Level 3	
Use mathematical ideas and techniques	Level 3	
Solve problems	Level 3	
Use technology	Level 3	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFACC0482A: Maintain petty cash account

Competency Descriptor:

This unit covers the skills required to maintain a small cash holding and record and pay expense claims.

Competency Field: Financial Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1	Prepare petty cash documentation	1.1	Requests for petty cash advances are validated and required vouchers prepared.
		1.2	Petty cash claims are validated and attached receipts checked.
		1.3	Claim documentation is prepared and checked for accuracy before processing.
		1.4	Claims and vouchers are presented to nominated person/ section for checking and approval appropriate to organisational limits.
		1.5	Irregularities are noted and referred to nominated person/ section for resolution.
		1.6	Details of claims and vouchers are recorded to enable tracing and balancing of cash holding.
2	Conduct cash transactions	2.1	Petty cash is provided against claims and vouchers from cash holding.
		2.2	Petty cash returns are secured and return receipts provided.
		2.3	Petty cash returns are documented to enable tracing and balancing of cash holding.
		2.4	Documented transactions are reconciled against cash held.
		2.5	Cash is drawn using organisational procedures to maintain a balance appropriate to normal transaction levels.
		2.6	Cash is secured in accordance with organisational security requirements.

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RANGE STATEMENT

Work is performed under some supervision, generally within a team environment.

Equipment may include:

- filing and record keeping system
- cash holding box/system
- cash transaction record book
- relevant computer software
- Recording mechanisms/systems may be paper based or electronic

Business source documents may include, but are not exclusive to:

- purchase requisitions
- invoices
- delivery dockets
- bank statements
- cash register rolls
- purchase orders
- receipts
- credit notes
- remittance advice
- deposit books

Workplace context may include:

- Work organisation procedures and practices relevant to drawing cash and banking.

Applicable regulations and legislation may include:

- OH&S legislation with regard to security procedures relevant to money handling
- Financial and Audit legislation

EVIDENCE GUIDE

This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.

Evidence is most relevant when provided through an integrated activity, which combines the elements of competency for the unit, or a cluster of units of competency.

(1) Critical Aspects of Evidence

Assessment must confirm appropriate knowledge and skills to:

- locate, interpret and apply relevant information
- work effectively with others
- maintain workplace records
- select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
- follow the designated work plan for the job
- select and use correct mathematical procedures

Applies underpinning knowledge and skills when:

- describing consequences
- completing tasks
- identifying improvements
- applying safety precautions relevant to the task

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Critical Aspects of Evidence (Cont'd)

Shows evidence of application of relevant workplace procedures including:

- job procedures and work instructions
- quality procedures (where existing)
- security procedures
- following enterprise housekeeping processes
- action taken promptly, accidents and incidents reported in accordance with Statutory requirements and enterprise procedures
- recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
- work completed systematically with attention to detail without damage to goods, equipment or personnel

(2) Pre-requisite Relationship of Units

This unit of competency may be assessed in conjunction with other units that form part of a job role or function.

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- organisational policies and procedures
- budgeting
- cash handling procedures
- security procedures
- business source documentation
- electronic and paper based recording systems
- balancing petty cash accounts
- distribution of information
- checking and sorting cash and associated documentation

Skills
The ability to:

- written and oral communication skills
- basic numeracy skills

(4) Resource Implications

Access to petty cash, account keeping books and relevant documentation.

(5) Method of Assessment

Competency should be assessed while participating in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain a petty cash account, and/or maintain petty cash accounts in an appropriate range of operational contexts.

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(6) Context of Assessment

Competency is to be demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement.
Assessment should reinforce the integration of the Critical Employability Skills and the Competency Standards for the particular NVQ-J level. Refer to the Critical Employability levels at the end of this unit.
Assessment may occur on the job or in a simulated workplace

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFACC0432A: Record for payroll transactions

Competency Descriptor: This unit relates to the skills and knowledge required to for those working in accounting and is required to record for payroll transactions.

Competency Field: Accounting

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Operate and maintain a payroll accounting system	1.1 Gross earnings are properly authorised, correctly calculated and coded.
	1.2 The current authorised payroll status of employees is accurately recorded.
	1.3 Records of gross employee earnings are correctly transferred to the payroll.
	1.4 Statutory and non-statutory deductions are correctly calculated and made in accordance with legal and organisational requirements.
	1.5 A summary and analysis of the payroll is accurately transferred to the correct ledger account.
	1.6 The organisation's procedures and timescales are observed.
	1.7 Confidentiality and security of information is maintained.
	1.8 Discrepancies, unusual features or queries are identified and referred to the appropriate person or resolved.
	1.9 Documentation is correctly filed.
2. Make authorised payment to employees	2.1 Payslip advice records are correctly prepared and reconciled with cash records.
	2.2 Due payments are correctly processed within specified deadlines.
	2.3 Payroll information is clearly explained to employees where required and enquires from employees are handled courteously and confidentially.
	2.4 Annual tax records and other relevant documentation are made available to employees promptly.

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		2.5 Defined procedures for dealing with unclaimed pay are strictly followed.
		2.6 Safety and security procedures for the handling of cash and cheques are always followed.
		2.7 Confidentiality and security of information is maintained.
		2.8 Discrepancies, unusual features or queries are identified and referred to the appropriate person or resolved.
		2.9 Documentation is correctly filed.
3.	Make authorised payments, claims and returns to external agencies	3.1 Due payments, claims and returns are correct and made within specified deadlines.
		3.2 Relevant returns and documents are correctly prepared and submitted to external agencies in good time.
		3.3 The deduction records reconcile with the payroll system.
		3.4 Queries relating to external agencies are dealt with promptly, courteously and effectively.
		3.5 Documentation is correctly filed.
		3.6 Safety and security procedures for the handling of cash and cheques are followed.
		3.7 Confidentiality and security of information is maintained.
		3.8 The organisation's procedures and timescales are followed.
		3.9 Discrepancies unusual features or queries are identified and referred to the appropriate person or resolved.
4	Handle payroll enquiries	4.1 Payroll enquiries are responded to in accordance with, organizational and legislative requirements.
		4.2 Information is provided in accordance with organizational and legislative requirements.

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4.3 Enquiries outside area of responsibility/knowledge are referred to designated person/s for resolution.

4.4 Additional information or follow-up action is completed within designated timelines in accordance with organisational policy and procedures.

RANGE STATEMENTS

Preparation for employees paid includes but not limited to:

- weekly
- fortnightly
- monthly
- other periods

Checking the calculation of gross earnings includes but not limited to:

- basic pay
- addition for bonus
- overtime
- shift
- commission and other special payment

Payroll status includes:

- personal details
- gross pay or pay scale
- agreed deductions for PAYE
- charities and similar purposes and superannuation details

Deductions include but not limited:

- statutory deductions
- voluntary deductions and superannuation
- personal deductions

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Discrepancies, unusual features and queries include but not limited to:

- errors in calculation or lack of authorization of gross pay
- queries about status changes
- gross pay not reconcile with total labour costing
- preparing of a cash analysis and preparation from the bank
- getting authorized signatures and reconciliation of totals
- enquires about gross pay and standard deductions
- where payment is credit transfer or electronic funds transfer
- the preparing and passing to the bank of credit transfer slips and bank schedules

External agencies include but not limited to:

- inland revenue
- banks
- superannuation administrators
- NHT
- insurance companies

Returns include but not limited to:

- NIS
- PAYE
- Superannuation
- NHT
- Education tax

EVIDENCE GUIDE

(1) Critical Aspects and Evidence

They should demonstrate knowledge and understanding of a range of items including:

- principles of the PAYE system
- responsibilities of the employer as collector of taxes and other statutory deductions
- data protection legislation
- pension funds
- types of deductions
- payroll giving and other types of permitted deductions
- understanding of employment status
- function and form of employee records
- basic accounting processes and procedures are understood and demonstrated

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Critical Aspects and Evidence (Cont'd)

- enterprise's payroll system is operated correctly (paper-based/electronic)
- data in employee's timesheets/source documents is accurately recorded
- gross pay, deductions and net pay are calculated correctly for each employee
- total wages are reconciled so that gross pay for the period equals the total deductions plus net pay
- when calculations do not reconcile, they are checked
- irregularities are reported to appropriate personnel for resolution
- payroll is prepared within designated timelines
- employee pay slips are generated and authorisation gained
- prepared payroll is checked by appropriate authority
- any amendments are understood and pay slip/payroll is amended accordingly
- clarification is sought as required
- details are recorded according to enterprise policies and procedures
- records are checked for accuracy and are kept up-to-date for accounting and auditing purposes
- enterprise policies and procedures for paying employees are understood and adhered to
- if wages are paid in cash, cash cheque is prepared for total amount of net wages and cash analysis sheet is prepared to keep physical size or pay packets to a minimum
- if employees are paid by cheque, cheque for each employee is prepared according to enterprise policies and procedures
- if wages are electronically transferred to employees, procedures for payment by EFT are understood and adhered to
- pay slips are delivered to employees within designated timelines
- security procedures are followed at all times to ensure confidentiality and security of information
- employee enquiries regarding pay are dealt with promptly and those within own scope of responsibility are appropriately resolved; those outside scope of own responsibility are referred to an appropriate authority
- appropriate legislative procedures are followed

(2) Pre-requisite Relationship of Units

Nil

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- understanding of employment status
- principles of NIS, NHT, Education Tax
- responsibilities of the employer as collector of tax and other statutory deductions
- pay as you earn (PAYE)
- payroll giving and other types of permitted deductions
- pension funds
- deductions
- function and form of employee records
- data protection legislation
- calculation facility
- use of equipment provided

Skill
The ability to:

- demonstrate literacy skills to read and understands the organisation's financial policies and procedures and legislative procedures, write cheque or salary authorisations
- prepare pay advice slips
- maintain records
- apply numeracy skills for calculating gross and net pay, comparing differing rates of pay over a given time span of the same nature, preparing cash analysis sheets, reconciling figures
- demonstrate communication skills including questioning, clarifying, reporting
- demonstrate problem solving skills for reconciling figures and resolving employee enquiries within scope of own responsibility
- demonstrate time management skills to meet designated timelines
- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

(4) Resource Implications

- workplace reference materials such procedural manuals and company policy
- calculator
- computer equipment and relevant software
- payroll data from preceding pay periods

(5) Method of Assessment

- demonstration
- workplace documents
- role-play
- projects/assignments
- oral/written questions
- portfolio of work documents
- third party reports

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(6) Context of Assessment

Evidence of competency can be met in different situations, including:

- on the job assessment
- off the job assessment
- placement in an enterprise
- participation in a New Apprenticeship (traineeship) arrangement
- use of a Practice Firm or simulated work environment
- flexible delivery methods used by training providers to cater for distance education students
- Recognition of Prior Learning, Recognition of Current Competencies (in skill areas where there has been no significant change to work practice in recent times)

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 3	
Work with others and in team	Level 3	
Use mathematical ideas and techniques	Level 3	
Solve problems	Level 3	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFACC0122A: Prepare statutory and non-statutory returns

Competency Descriptor: This unit deals with the preparation of statutory and non-statutory reports.

Competency Field: Accounting

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Gather and verify data	1.1 Current data on minimising incidence of charges is derived and collected from authoritative and recognised sources.
	1.2 Valuations are made, recorded and disclosed in accordance with organisational policies and procedures.
	1.3 Discrepancies, unusual features or queries are identified, resolved or referred to the appropriate authority.
2. Prepare statutory and non-statutory returns	2.1 Statements of source documentation and applications of funds are prepared to support returns in accordance with statutory requirements.
	2.2 Income and expenditure is correctly recorded in appropriate formats to ensure compliance with statutory/ non-statutory requirements and transparency of returns.
	2.3 Returns are prepared within established timelines.
	2.4 Relevant returns are submitted to appropriate authorities within stated deadlines.

RANGE STATEMENTS

Organizational policies and procedures may include but not limited to:

- reporting requirements
- financial analysis assessments
- electronic data entry
- recording and filing systems
- standard financial analysis techniques
- financial management manuals

Authoritative and recognised sources may include but not limited to:

- financial information systems
- personnel information systems
- asset registers

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Discrepancies may include but not limited to:

- expenditure report mismatches
- incorrect payments
- absence of auditable trail
- inappropriate authorisations
- variances from budget and phasings
- unreconciled cash flows and operating statements
- incorrect report formats

Appropriate authority may include but not limited to:

- chief executive officer
- managers and company officers (e.g. company directors and board of management)
- organisational guidelines and procedures
- agreed criteria
- in line managers

Source documentation may include but not limited to:

- order and supplier documentation
- financial institution statements
- taxation and statutory returns
- vehicle log books
- statutory declarations
- invoices
- receipts

Assets and liabilities may include but not limited to:

- property investments
- shares, bonds, securities
- loans, leases, debts
- plant and equipment
- personnel
- cash

Formats may include but not limited to:

- statutory forms
- financial year reports
- balance sheets
- operating statements
- spreadsheets
- electronic forms

Statutory requirements may include but not limited to:

- reporting periods
- taxation payment timings
- delegated authorities
- internal control procedures

Statement and returns may include but not limited to:

- financial statements
- expenditure reports
- financial institution statements
- asset usage reports
- taxation declarations
- inventory usage reports
- annual reports

Taxes may include but not limited to:

- government charges (e.g., Payroll Taxes)
- superannuation requirements

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Stated deadlines may include but not limited to:

- monthly returns
- annual reports
- lodgement dates
- payment schedules

Obligations may include but not limited to:

- lodgement dates
- supporting documentation
- explanatory statements
- repayment schedules

EVIDENCE GUIDE

The Evidence Guide is a guideline, which assists in the development of assessment instruments/tools to assess the competency of workers in the Accounting sector. This requires evidence of consistent achievement of the workplace outcomes covered by the unit.

(1) Critical Aspects and Evidence

An employee working at this level should be able to demonstrate the following underpinning knowledge and skills.

- interpreting and identifying applications of statutory requirements
- documenting financial data in statutory formats
- accurate estimation of taxation and statutory liabilities

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge Knowledge of:	Skill The ability to:
• financial legislation (e.g., taxable transactions, reporting requirements) • government taxes and charges • reporting principles and practices • options, methods and practices for deductions, benefits • ethical considerations for the handling of statutory returns (e.g., conflict of interests, confidentiality, disclosure requirements)	• demonstrate interpersonal skills and communication skills (e.g., liaising, listening, consulting) • demonstrate report writing and document preparation • demonstrate recording, gathering and consolidating financial information • demonstrate researching and identifying applicable accounting standards and decisions • use information technology for the set up and analysis of spreadsheets • demonstrate planning skills for timetabling and scheduling reports and lodgements

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(4) Resource Implications

The availability of qualified and recognised assessors in an environment, which provides opportunities for workplace demonstration or simulation as well as the accurate recording of candidate progress and performance.

(5) Method of Assessment

- demonstration
- questioning
- workplace performance
- role-play
- projects/assignments
- written tests (verbal usage and verbal comprehension)
- portfolio of work documents
- third party reports

(6) Context of Assessment

Assessment of performance requirements in the unit may be undertaken in an industry context. Aspects of competency, including attainment of relevant knowledge and skills may be assessed in a simulated work environment. Competency is demonstrated by performance of all stated criteria, including the Range of Variables applicable to the workplace.

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CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 3	
Work with others and in team	Level 3	
Use mathematical ideas and techniques	Level 3	
Solve problems	Level 3	
Use technology	Level 3	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFLIT0092A: Facilitate customer understanding of personal financial statements

Competency Descriptor: This unit covers the skills and knowledge required to educate customers in understanding and interpreting information contained in personal financial statements.

Competency Field: Financial Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Discuss client's responsibilities in relation to personal financial statements	1.1	The range and frequency of personal financial statements that are received by the client are identified.
		1.2	The different purposes of financial statements are identified and clarified with the client.
		1.3	The need to retain certain financial statements for tax or other purposes is discussed with the client.
2.	Explain specific information contained in a range of financial statements	2.1	A range of terminology used in financial statements is explained to the client.
		2.2	Common items listed on a credit card statement are identified and explained in simple language to the client.
		2.3	Common items listed on a financial statement are identified and explained in simple language to the client.
		2.4	Fees and charges applicable to financial statement are identified and explained to the client.
		2.5	Contact details for advice on information contained within financial statements are provided to the client as necessary.
3.	Identify and explain ways of managing personal financial statements	3.1	The importance and means of checking financial statements for accuracy is explained and demonstrated to the client.
		3.2	Options available to the customer in case of inability to pay amounts owed in financial statements are explained to the client.
		3.3	Appropriateness of different repayment options for the client are identified and discussed with the client.

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3.4 Ways to estimate and plan for regular payments are explored and presented to the client.

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance. The following variables may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry contexts.

Different purposes of financial statements may include but not limited to:

- provide customers with information necessary to make informed decisions (e.g. statements regarding performance of investment funds)
- invoice customers for services rendered (e.g. amounts owed on utility bills, credit cards and loan statements)
- inform customers of funds debited or credited to their accounts (e.g. payslips showing amounts paid to nominated accounts)
- inform customers of interest earned on investments

Range of personal financial statements that may be received may include but not limited to:

- statements from utility providers
- superannuation statements
- bank statements including credit card statements, savings/current account statements, investment statements, loan account statements
- finance company statements
- payslips

Superannuation fees and charges may include but not limited to:

- fund management fees
- annual fees
- member fees
- trustee levy
- adviser service fees
- deposit fees
- early termination fees
- switching fees
- commissions

Providing contact details may include but not limited to:

- contact details of the appropriate institution and its regulating body

Common items listed on a credit card statement may include but not limited to:

- period of time the statement represents
- previous account balance
- payments made during the statement period
- list of purchases made during the statement period
- list of any cash advances made during the statement period
- fees and charges for the period including annual account fees
- minimum amount due and date due
- closing balance

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Common items listed on a financial statement may include but not limited to:

- name financial statement
- member name
- date the member joined the scheme
- summary of account details including:
  - opening balance
  - list of contributions
  - deductions including fees and withdrawals by the member
  - investment earnings
  - closing balance
  - benefit details

Different repayment options may include but not limited to:

- prepayment of account
- regular instalments
- methods of how to pay the account, including:
  - direct debit
  - by mail
  - in person
  - by credit card
  - at post office
  - preauthorised payment

Checking financial statements for accuracy may include but not limited to:

- checking receipts
- comparing meter readings to a utility bill
- keeping a record of telephone calls made

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EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.
This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.

Evidence is most relevant when provided through an integrated activity, which combines the elements of competency for the unit, or a cluster of units of competency.

(1) Critical Aspects of Evidence

To achieve competency in this unit, a person must be able to demonstrate:

- ability to explain terminology used within a range of personal financial statements received by a range of clients
- high level communication skills in providing relevant information to clients in need of assistance in understanding personal financial statements
- ability to identify and present to clients, methods of managing personal financial statements including the importance of verifying accuracy of information received

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- relevant legislation regarding consumer credit issues
- relevant industry codes of practice including Consumer Credit Code, Privacy Act, Credit Act
- roles and relationships between participants within the .financial services industry, including banks and other financial intermediaries
- appropriate use of questioning and listening techniques
- sound knowledge of a range of personal financial statements received by consumers, the terminology used and layout of statements
- sound knowledge of consumer issues relating to superannuation information

Skills
The ability to:

- demonstrate interpersonal skills including the ability to respond with empathy in sensitive cases
- demonstrate numerical and mathematical skills as relevant to explaining information contained within a range of personal financial statements
- demonstrate presentation skills
- analyse and interpret basic financial information
- relate to people from a range of social, cultural and ethnic backgrounds

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(4) Resource Implications

- access to the organisation's software and other resources relevant to the performance of the role

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

This unit may be assessed in the workplace or in a simulated environment.

CRITICAL EMPLOYABILITY SKILLS

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Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 3	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 3	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFACC0392A: Process Payroll

Competency Descriptor: This unit covers processing of payroll from provided data in manual or computerised payroll systems.

Competency Field: Accounting

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1	Record payroll data	1.1	Authorization for pay, deductions and charges is obtained from designated persons.
		1.2	Payroll data is checked and discrepancies clarified with designated person/s.
2	Prepare payroll	2.1	Employee pay period details, deductions and allowances are entered in payroll system in accordance with source data.
		2.2	Payment due to individual employees is calculated to reflect standard pay and variations in accordance with employee source data.
		2.3	Payroll is prepared within designated timelines in accordance with organisational policy and procedures.
		2.4	Total wages for pay period are reconciled, and irregularities checked and corrected, or referred to designated person/s for resolution.
		2.5	Arrangements for payment are made in accordance with organisational and individual requirements.
		2.6	Payroll records are produced, checked and stored in accordance with organisational policy and security procedures.
		2.7	Authorisation of payroll and individual pay advice is obtained in accordance with organisational requirements.
		2.8	Security procedures for processing and storing payroll and maintaining payroll records are followed.
		2.9	Proper backup for the files are maintained.

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3	Handle payroll enquiries	3.1	Payroll enquiries are responded to in accordance with organisational and legislative requirements.
		3.2	Information is provided in accordance with organisational and legislative requirements.
		3.3	Enquiries outside area of responsibility/knowledge are referred to designated person/s for resolution.
		3.4	Additional information or follow-up action is completed within designated timelines in accordance with organisational policy and procedures.
4	Provide information	4.1	Personnel data are maintained, updated and supplied to authorised person/department.
		4.2	All payroll records required for statutory and auditing purposes are kept accurate and up-to-date.
		4.3	Statistical information is forwarded in accordance with statutory requirements.
		4.4	Internal reports are forwarded to relevant parties as required or requested.
		4.5	Group certificates are produced, reconciled and distributed within required timeframes.
5	Maintain records	5.1	Details are recorded clearly accurately and legibly.
		5.2	Records are secured, accessible and kept up-to-date.

RANGE STATEMENT

In order to achieve consistency of performance, evidence should be collected over a set period of time, which is sufficient to include dealings with an appropriate range and variety of situations.

Legislation, codes and national standards relevant to the workplace which may include but not limited to:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation that affects business operation, such as Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and pay and benefits
- relevant industry codes of practice

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Designated person/s may include but not limited to:

- those who have the authority to approve payroll decisions
- immediate supervisor

Pay period details may include but not limited to:

- salary
- wage
- casual wage
- contract
- piecework
- commission
- bonus

Deductions and allowances may include but not limited to:

- statutory deductions
- superannuation contributions
- health insurance
- union dues
- travel allowance
- car allowance
- meal allowance
- voluntary contributions
- personal deductions

Payroll system may include:

- manual or computerised

Source documents may include but not limited to:

- employee records/history
- employee earnings and payroll register
- employee timesheets

Variations may include but not limited to:

- rates of pay
- overtime
- holiday loading
- paid leave
- unpaid leave
- long service leave
- taxation
- sick leave

Payroll preparation may include but not limited to:

- calculation of gross pay
- taxation and other deductions
- net pay
- preparing cheques
- electronic funds transfer
- cash analysis
- preparing pay advice slips

Enquiries may include but not limited to:

- face-to-face
- email
- fax
- telephone

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Payroll records may include but not limited to:

- pay advice slips
- employee personal data
- cash analysis sheets
- end of month reports
- electronic funds transfer
- taxation reports
- end of year reports
- group certificates summary report
- dates of pay increases

Legislative requirements may include but not limited to:

- confidentiality and security of records
- PAYE tax
- Minimum Wage Act
- Income Tax Act
- Factories Act
- Holiday With Pay Act
- Maternity Leave Act
- NIS
- NHT
- Education Tax

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

- integrated demonstration of all elements of competency and their performance criteria
- knowledge and application of legislative requirements
- accurate data input
- knowledge of organisational guidelines relating to security and confidentiality of information

(2) Pre-requisite Relationship of Units

FSFCOR0041A – Use technology in the workplace

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- organisational policy and procedures
- structure of authority in organisation
- types of payroll systems
- specific legislative requirements

Skills
The ability to:

- demonstrate literacy skills to read and understands the organisation's financial policies and procedures and legislative procedures, write cheque or salary authorisations; prepare pay advice slips; maintain records
- demonstrate numeracy skills for calculating gross and net pay, comparing differing rates of pay over a given time span of the same nature, preparing cash analysis sheets, reconciling figures
- demonstrate communication skills including questioning, clarifying, reporting
- demonstrate problem solving skills for reconciling figures and resolving employee enquiries within scope of own responsibility
- apply time management to meet designated timelines
- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- operate a personal computer

(4) Resource Implications

Access to appropriate documentation and resources normally used in the workplace, which may include:

- workplace reference materials such procedural manuals and company policy
- calculator
- computer equipment and relevant software
- payroll data from preceding pay periods

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(5) Method of Assessment

Evidence gathering methods may include:

- demonstration
- simulation
- questioning
- workplace performance
- role-play
- projects/assignments
- written tests (verbal usage and verbal comprehension)
- portfolio of work documents
- third party reports

(6) Context of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement.

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment.

Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular NVQ level. Refer to the key Competency Levels at the end of the unit.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFACC0413A: Undertake payroll activities

Competency Descriptor: This unit involves the skills and knowledge required to undertake employee payroll activities in accordance with workplace requirements.

Competency Field: Accounting

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Compile and verify payroll data	1.1	Pay sheets are compiled and checked for accuracy and compliance with organisational requirements.
		1.2	All earnings are authorized and calculated in accordance with defined remuneration polices and workplace procedures.
		1.3	Records of leave entitlements, leave taken, loadings and allowances are maintained.
2.	Record payroll data	2.1	Gross pay and deductions are accurately calculated from information contained in relevant documents.
		2.2	Payments due to employees are calculated within workplace timelines.
		2.3	Details of pay identifying gross and net amounts, deductions and other details are prepared for employees.
		2.4	Tax is calculated in accordance with taxation procedures.
		2.5	Periodic deductions are forwarded to nominated creditors within designated timelines.
3.	Organise payment of wages and salaries	3.1	Methods of payment are arranged in accordance with workplace policies and procedures.
		3.2	Wages are prepared and issued within designated timelines.
		3.3	Records are kept and maintained in accordance with statutory requirements.
		3.4	Security procedures are followed and confidentiality and security of information are maintained.

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RANGE STATEMENT

Work must be carried out in accordance with workplace requirements concerning the completion of employee payroll requirements
Work is performed under some supervision generally within a team environment
Work involves the application of workplace procedures and relevant regulatory requirements to employee payroll activities.

Payroll activities may include the processing of information on:

- attendance
- payment details
- overtime allowances
- loadings
- leave records
- tax
- superannuation

Applicable regulations and legislation may include:

- relevant codes and regulations for the payroll operations
- relevant OHS and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- privacy legislation

Information/documents may include but not limited to:

- workplace procedures and policies for payroll activities
- employees' work records
- award, enterprise bargaining agreement, and/or other industrial arrangements
- workers' conditions of service
- workers compensation and superannuation regulations
- operations manuals, job specifications and induction documentation
- codes of practice and regulations relevant to workplace activities
- manufacturer's specifications for relevant office and computer equipment
- OHS procedures and policies
- quality assurance procedures
- emergency procedures

Workplace procedures may include but not limited to:

- company procedures
- enterprise procedures
- organizational procedures
- established procedures

Worksite environment include but not limited to:

- work may be conducted in a range of work environments by day or night
- Customers may be internal or external
- workplaces may comprise large, medium or small worksites

Work may be conducted in:

- limited or restricted spaces
- exposed conditions
- controlled or open environments

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Communication in the work area may include:

- phone
- fax
- e-mail
- electronic data transfer (EDI)
- radio
- oral, aural or signed communications

Consultative processes may involve:

- staff members
- management
- union representatives
- industrial relations and OHS specialists
- other professional or technical staff

EVIDENCE GUIDE

This unit relates to a specialist payroll function that is often carried out by team leaders, supervisors or managers. It could be delivered/assessed in conjunction with a number of other operational and service units as appropriate to the industry sector and individual workplace.

(1) Critical Aspects of Evidence

Assessment must confirm appropriate knowledge and skills to:

- locate, interpret and apply relevant information
- compile and verify payroll data
- make up pays
- record payroll data
- respond to and manage payroll inquiries
- use paper-based or computerized information processing equipment, software and operating systems
- provide customer/client service and work effectively with others
- select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- regulations relevant to payroll activities
- relevant OHS and environmental protection procedures and guidelines
- workplace procedures and policies for carrying out employee payroll activities
- focus of operation of work systems, equipment, management and site operating systems for payroll activities
- documentation requirements when carrying out employee payroll activities
- problems that may occur when carrying out employee payroll activities and appropriate action that can be taken to resolve the problems
- relationship of loading/unloading plans and sequence sheets and pay records of individuals
- workplace grading systems
- workplace leave and roster systems
- statutory requirements, organizational policies and procedures and accounting principles and practices

Skills
The ability to:

- identify, select and use relevant equipment, processes and procedures when carrying out employee payroll activities
- apply legislative and regulatory requirements relevant to employee payroll activities
- read and interpret instructions, procedures and employee records relevant to employee payroll activities
- receive, acknowledge and send messages with available communications equipment

(4) Resource Implications

Access is required to opportunities to:

Participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake employee payroll activities, and/or undertake employee payroll activities in an appropriate range of operational workplace situations.

(5) Method of Assessment

Evidence should include products, processes and procedures from the workplace context.

Evidence might include:

- observation of the person in the workplace
- third party reports from a supervisor
- customer feedback
- answers to questions about specific skills and knowledge

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(6) Context of Assessment

Assessment of this unit must be undertaken by a Registered Training Organization:

- as a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
- appropriate practical assessment must occur: at the Registered Training Organization, and/or in an appropriate work situation

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 3	
Solve problems	Level 2	
Use technology	Level 2	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFCUS0113A: Resolve customer disputes

Competency Descriptor: This unit covers the skills and knowledge involved in resolving disputes between customers and organisations in the financial services industry.

Competency Field: Customer Service

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Establish that a dispute exists	1.1 It is established that a legitimate dispute exists.
	1.2 All information relating to the dispute is verified and contact is made with all parties.
	1.3 Where necessary, additional information is obtained from relevant parties as required and exchanged appropriately.
2. Investigate the dispute and determine the action to be taken	2.1 Where the existence of a genuine dispute is established, the customer is informed of the organisation's obligations, procedures to be followed and timeframes.
	2.2 Further investigations are undertaken if necessary as a result of assessment of existing information.
	2.3 Information is assessed to ensure that the company operating procedures have been followed.
	2.4 The customer is kept informed of progress and advised of an appropriate timeline.
	2.5 Action to be taken is determined with consideration to the facts, legislation, company procedures and policies and industry codes of practice.
	2.6 Appropriate personnel are informed of the action to be taken.
3. Resolve dispute	3.1 Information relevant to the dispute resolution process is provided to the customer.
	3.2 The customer is advised of the decision, including reasons for the decision if appropriate, and negotiations are carried out with claimant or representative if required.

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		3.3 Disputes are resolved in a timely and efficient manner.
		3.4 The rights of the customer are respected in all dispute settlement procedures.
		3.5 Unresolved disputes are referred to formal conciliation services.
4.	Finalise dispute	4.1 All outcomes of the dispute resolution process are recorded.
		4.2 All parties affected by the decision are clearly and promptly advised on the outcome and their rights in relation to review of the decision.
		4.3 Relevant documentation is prepared according to legislation, regulations and codes of practice for unresolved disputes which have been referred to formal conciliation services.
		4.4 Decision of external dispute resolution body is attended to, as appropriate.
		4.5 All documentation is completed in accordance with legislation and company procedures.

RANGE STATEMENTS

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance. The following variables may be present with training and assessment depending on the work situations, needs of the candidate, accessibility of the item, and local industry contexts.

Grounds for the dispute may include but not limited to:

- interpretation of terms and conditions
- claims
- liability
- validity of contract
- failure to provide agreed service
- provision of inaccurate advice
- fraud

All parties may include but not limited to:

- employer
- insurer
- claimant
- risk manger
- service providers
- brokers
- investigators or assessors
- industry and professional organizations
- unions

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All information may include but not limited to:

- customer details
- company policy
- customer's past history with the company and other companies
- type of business and product or service

Investigations may include consideration of but not limited to:

- has the correct procedure been followed
- has the customer been kept informed of progress of the dispute
- was the initial decision that is being deputed based on adequate information

Formal conciliation services may include but not limited to:

- referral to outside bodies such as mediators
- conciliation bodies or specific industry dispute resolution bodies such as:
  - the Industrial Dispute Tribunal and Financial Services Commission

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects and Evidence

- the ability to settle disputes in the financial services industry in line with organization's policy and procedures and industry and legislative requirements
- a knowledge of disputes resolution techniques
- knowledge of relevant legislation, company policy and procedures and industry codes of practice

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- relevant legislation
- company policy and procedures for dispute resolution
- risk prevention methods
- industry section compliance requirements and dispute settling procedures and requirements
- customer charter

Skill
The ability to:

- interpret product and policy information
- apply negotiation skills
- demonstrate advanced communication skills

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(4) Resource Implications

- access to a qualified assessor or assessment team
- access to the information about a range of workplace disputes

(5) Method of Assessment

- For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

- This unit may be assessed on the job or a combination of on and off the job assessment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 3	
Use technology	Level 1	

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FSFFIN0123A: Produce work related reports and make presentations

Competency Descriptor: This unit covers the skills and knowledge required for producing workplace research reports and presenting these reports to appropriate personnel.

Competency Field: Financial Service

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Clarify the purpose of the report	1.1 The purpose of the report is clarified with the person requesting the report.
	1.2 The audience for the report is determined.
	1.3 The scope of the report is determined and time allowed for the research and production of the report are discussed and established.
	1.4 Format, style and deadline for delivery of the report are agreed.
2. Collect information	2.1 Sources of information are identified and strategies for obtaining the information established.
	2.2 Information is collected from a range of sources using appropriate techniques.
	2.3 Accurate records of information and sources are maintained.
3. Analyse research findings	3.1 Data is analysed and interpreted.
	3.2 Accuracy and completeness of information is checked.
	3.3 Key issues for further research or discussion are identified.
	3.4 Conclusions and recommendations are developed.
4. Report on research findings	4.1 Information on which the conclusions are based is organised in a clear and logical format in line within report writing conventions.
	4.2 Draft report is prepared for discussion and review.
	4.3 Deadlines for provision of materials are met.

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5. Make presentations	5.1 Presentations are relevant and appropriately researched.
	5.2 Sources of information are acknowledged.
	5.3 Presentations are clear and sequential and delivered within a predetermined time, using appropriate methods and/or equipment to enhance the presentation.
	5.4 Feedback is responded to in a manner consistent with organisation standards.

RANGE STATEMENTS

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance. The following variables may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry contexts.

Purpose may include but not limited to:

- statements to investors
- statistical reports
- reports to management
- contributions to annual reports
- reports covering legislative requirements
- reports to investors

Audience may include but not limited to:

- management
- shareholders
- consumers
- government bodies
- customers

Scope of the report may include:

- limited scope or more global as defined in discussion with person requiring the report

Format, style may include but not limited to:

- formal or informal
- following report writing conventions
- summary report or more detailed acknowledgement of sources

Range of sources may be but not limited to:

- company documents and databases
- Bureau of Standards data
- libraries
- internet
- industry and professional organizations

Appropriate techniques may include but not limited to:

- library research
- Internet searching
- accessing company data
- discussions with experts (internal, external)

Methods and equipment may include but not limited to:

- data projector (power point presentation)
- slides
- sets of notes
- exhibits

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EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects and Evidence

- the ability to carry out all phases of the report writing process from defining the purpose and scope, collecting and analysing the information and producing the final product and presenting the results in a formal situation

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- research techniques
- conventions of report writing
- presentation approaches and principles

Skill
The ability to:

- apply time management skills
- apply research skills
- demonstrate organization and analysis skills
- demonstrate communication skills
- organize materials and to write clearly and logically
- demonstrate presentation skills

(4) Resource Implications

- access to company documents and information systems
- research tools such as computers and libraries
- access to relevant personnel as required by the topic of the report

(5) Method of Assessment

- For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

- This unit may be assessed in the workplace, in an educational institution or in a combination of these two settings.

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CRITICAL EMPLOYABILITY SKILLS

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Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 1	

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FSFACC0623A Manage Payroll

Competency Descriptor: This unit covers establishment and monitoring of security procedures related to managing payroll services, and the calculation and processing of salary payments, group taxation and related payments.

Competency Field: Financial Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Establish procedures for the management of payroll	1.1	Security procedures are established that ensure the confidentiality and security of payroll information.
		1.2	Procedures ensure that claims for allowances are substantiated.
		1.3	Control measures are established to safeguard the organisation's financial resources in accordance with legislative and organisational requirements.
		1.4	Systems are established to ensure that statutory obligations are met and records are kept for the period determined by government legislation.
2.	Prepare payroll data	2.1	Nominated industrial awards, contracts and government legislation are used to calculate gross pay and annual salaries.
		2.2	Statutory and voluntary deductions are calculated using government and employee documentation.
		2.3	Payroll data is provided to payroll processor for calculation within designated timelines.
3.	Authorise payment of salaries	3.1	Payroll is checked and salaries and wages are authorised for payment in accordance with organisational policy and procedures.
		3.2	Salaries, wages and deductions are reconciled in accordance with organisational policy and procedures.
		3.3	Salary, wage and related enquiries are dealt with in accordance with organisational policy and procedures.

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4.	Administer salary records	4.1	Declaration forms for new and existing employees are processed in accordance with inland revenue requirements.
		4.2	Periodic deductions are forwarded to nominated creditors within designated timelines.
		4.3	Payments to government authorities are accurately prepared and dispatched in accordance with the relevant government legislation.
		4.4	Group tax amounts are calculated and/or transcribed and payments made in accordance with taxation procedures.
		4.5	Employee group certificate amounts are prepared and reconciled from salary records.

RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Security procedures may include:

- supervision of timesheets
- numbering of payroll registers
- employees signing for pay
- keeping payroll documents secure
- authorised access
- computer passwords
- backup files
- maintaining security and confidentiality of employees' details
- restricting access to electronic files and locking paper-based confidential information
- ensuring security of passwords/keys
- separating locations of confidential information
- storage of information off-site

Legislation, codes and national standards relevant to the workplace which may include but not limited to:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation
- Occupational Health and Safety and environmental issues
- equal opportunity
- industrial relations and anti-discrimination
- relevant industry codes of practice

Control measures may include but not limited to:

- reconciliation of records
- separation of duties
- authorisation requirements
- multiple checks and balances
- dual checking system

Nominated industrial awards, contracts and government legislation may include but not limited:

- Labour Relations and Industrial Dispute Act (LRIDA)
- enterprise agreements
- certified/workplace agreements

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Pay and salaries calculations may include but not limited:

- appropriate pay structure
- time sheets
- employment history cards
- sick leave
- annual leave loading
- long service leave
- overtime
- allowances
- deductions

Legislative and organizational requirements may include:

- corporations law
- Superannuation Act
- regulations
- Securities Commission requirements
- International Accounting and Auditing Standards
- organisational policy and procedures for cash and cheque handling

Statutory and voluntary deductions may include but not limited:

- Income Tax
- NIS
- superannuation
- Medical
- union fees
- insurance
- NHT
- Education Tax
- Mortgage

Designated timelines may include but not limited:

- stipulated time period before pay is due to employees
- stipulated time period before employee departs organisation
- Inland Revenue Department timelines for submission of statutory deductions

Legislation, codes and national standards relevant to the workplace may include:

- Labour Relations and Industrial Dispute Act (LRIDA), award and enterprise agreements
- national legislative requirements especially in regard to Occupational Health and Safety
- industry codes of practice

Nominated creditors may include but not limited:

- union
- membership organisations
- health funds
- Mortgages
- government agencies (NIS, NHT, Ed. Tax)
- those nominated as part of salary packaging

EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

(1) Critical Aspects of Evidence

- Integrated demonstration of all elements of competency and their performance criteria
- Resolution of problems in dealing with staff enquiries and in reconciling records

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(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- payroll processes
- organisational policies and procedures across the full range of tasks required
- confidentiality and security procedures
- Inland Revenue legislative requirements
- relevant government and statutory bodies in relation to payroll
- organisation's accounting system
- Superannuation Act
- relevant industrial awards

Skills
The ability to:

- demonstrate literacy skills to follow complex financial procedures and to follow and write detailed instructions
- demonstrate numeracy skills to use financial formulae, calculate gross and net pay, compare differing rates of pay over a given time span of the same nature, prepare cash analysis sheets, reconcile figures and rectify anomalies
- demonstrate communication skills to answer enquiries, explain and resolve discrepancies with employees
- apply problem solving skills to reconciles figures, resolve employees' enquiries
- use processes flexibly and interchangeably
- demonstrate proofreading to check for accuracy
- demonstrate time management to meet designated timelines
- relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

(4) Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace. These may include:

- organisation's accounting system
- paper-based/electronic payroll system
- relevant taxation legislation
- International Accounting and Auditing Standards
- Superannuation Act
- relevant industrial awards
- certified/workplace agreements
- organisational contracts
- calculator

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(5) Method of Assessment

In order to achieve consistency of performance, evidence should be collected over a set period of time, which is sufficient to include dealings with an appropriate range and variety of situations

(6) Context of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement. .
Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment.
Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular NVQ level.

CRITICAL EMPLOYABILITY SKILLS

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Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 1	
Use technology	Level 2	

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FSBRFS0022A: Handle foreign currency transactions

Competency Descriptor: This unit covers the skills and knowledge required by customer service officers when handling foreign currency transactions within a retail banking environment.

Competency Field: Retail Finance (Banking)

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Identify nature of customer's foreign currency needs	1.1 The nature of the foreign currency transaction is clarified with the customer.
	1.2 Relevant information is obtained from the customer.
	1.3 Identity of person presenting notes or other foreign currency for sale or wishing to purchase foreign currency is verified according to organisational policy and procedures.
	1.4 Customer requests for foreign currency dealings are handled in accordance with the officer's authority to approve transactions.
2. Verify that the proposed transaction can be conducted	2.1 Cleared funds are identified as available for requests to purchase foreign currency.
	2.2 Requests for foreign currency notes are assessed against current stock of currencies held.
	2.3 Currencies not held on site are ordered and the customer advised when they will be available.
	2.4 Foreign currency notes presented for sale are verified for authenticity according to organisational procedures.
3. Conduct the transaction	3.1 Conversion of foreign currency amounts is calculated using the organisation's set procedures and tables or by accessing relevant database.
	3.2 The customer is provided with a copy of the rates used to calculate the currency conversion.
	3.3 Where travellers' cheques are being purchased or sold, the customer's signature is witnessed in accordance with policies and procedures.
	3.4 Details of the transaction are entered into relevant database.

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4.	Maintain accurate records of transaction	4.1 Required vouchers and receipts are completed in accordance with organisation procedures.
		4.2 Required signatures are obtained on relevant documentation.
		4.3 Relevant reports are completed and filed in the event of significant cash transactions.
		4.4 Relevant reports are completed and filed where a transaction is considered a possible suspect transaction.
		4.5 Internal records of foreign currency transactions are updated and maintained in accordance with organisational procedures.
5.	Identify possible money laundering activities	5.1 Source of income is identified and verified with the customer.
		5.2 Suspicious transactions are reported promptly.
		5.3 Documentation is properly completed.
		5.4 Confidentiality of customer is maintained.
		5.5 Safety and security procedures are followed.

RANGE STATEMENTS

Foreign currency transactions may include but not limited to:

- international drafts
- telegraphic transfers
- travellers cheques
- foreign notes
- overseas bank cheques
- conversion of local currency to foreign currency
- conversion of foreign currency to local currency
- conversion of foreign currency to foreign currency

The customer may be:

- an existing customer
- a new customer
- a customer of another financial institution
- a resident or non-resident

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Relevant information to be collected may include but not limited to:

- name, address and contact details
- bank account details
- source of funds to cover transaction

Cleared funds refer to:

- cash
- cheque from same institution
- cleared funds within a bank account held at same institution

Significant cash transactions are:

- Transactions involving currency (i.e. coin and notes of a foreign country) according to relevant legislation and statutory requirements including commercial banking regulations

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.
This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.

Evidence is most relevant when provided through an integrated activity, which combines the elements of competency for the unit, or a cluster of units of competency.

(1) Critical Aspects and Evidence

To achieve competency in this unit, a person must be able to demonstrate:

- a range of foreign currency transactions demonstrating effective product and procedures knowledge and accurate completion of relevant checks, documentation and records
- the ability to complete and verify documentation accurately and in a timely manner
- the ability to apply detailed knowledge of relevant products and services when servicing the needs of the customer
- the ability to follow organisational procedures when conducting foreign currency transactions especially to ensure that unacceptable risks are not accepted
- the ability to apply sound communication skills in dealing with customers

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- organisations policies and procedures in regard to foreign currency transactions
- relevant fees and charges
- relevant legislation and statutory requirements including commercial banking regulations
- industry codes of practice including Privacy Act, Banking Practices
- money laundering legislation and guidelines
- Bank of Jamaica directives

Skill
The ability to:

- demonstrate literacy and numeracy skills
- demonstrate and apply interpersonal skills in order to collect information from the customer and explain the nature of the transaction
- demonstrate accuracy and attention to detail in order to avoid exposing the organisation to avoidable risk arising from the transaction
- demonstrate time management and organisational skills

(4) Resource Implications

- access to relevant workplace documentation, policies and procedures
- computers and other branch or office equipment

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

This unit may be assessed at work, in a simulated work environment, or a combination of these.

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CRITICAL EMPLOYABILITY SKILLS

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Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 1	

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BSBSBM0012A: Craft personal entrepreneurial strategy

Competency Descriptor: This unit deals with the skills and knowledge required to craft an entrepreneurial strategy that fits with the attitudes, behaviours, management competencies and experience necessary for entrepreneurs to meet the requirements and demands of a specific opportunity.

Competency Field: Small Business Operations

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Demonstrate knowledge of the nature of entrepreneurship	1.1 Concepts associated with entrepreneurship are clearly defined.
	1.2 Factors which influence entrepreneurship in and outside of Jamaica are correctly identified and explained.
	1.3 The importance of entrepreneurship to economic development and employment is explained clearly.
	1.4 The findings of research conducted on entrepreneurial ventures and successes in the Caribbean region are clearly presented in an appropriate format.
	1.5 Differences between wage employment and entrepreneurial ventures are correctly stated.
2. Identify and assess entrepreneurial characteristics	2.1 Relevant research is carried out and required entrepreneurial characteristics identified.
	2.2 Entrepreneurial characteristics identified are assessed and ranked.
	2.3 An understanding of the process and discipline that enable an individual to evaluate and shape choices and to initiate effective action is correctly demonstrated.
	2.4 Factors that will help an entrepreneur to manage the risk and uncertainties of the future, while maintaining a future orientated frame of mind, are identified.

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3.	Develop self-assessment profile	3.1	Self-assessment tools/methods to identify personal entrepreneurial potential are identified and properly used.
		3.2	The ability to apply creativity, problem-solving techniques and principles to solve business related problems are demonstrated.
		3.3	Feedback from others for the purpose of becoming aware of blind spots and for reinforcing or changing existing perceptions of strengths/ weaknesses is appropriately obtained.
4.	Craft an entrepreneurial strategy	4.1	A profile of the past that includes accomplishments and preferences in terms of life and work styles, coupled with a look into the future and an identification of what one would like to do is developed.
		4.2	Commitment, determination and perseverance; orientation towards goals; taking initiative and accepting personal responsibility; recognizing management competencies and identifying areas for development are determined.
		4.3	Written guidelines to obtain feedback that is solicited, honest, straightforward, and helpful but not all positive or negative are developed to facilitate reviews.
		4.4	Framework and process for setting goals which demand time, self-discipline, commitment, dedication and practice are developed.
		4.5	Goals established are specific and concrete, measurable, relate to time, realistic and attainable.
		4.6	Priorities, including identifying conflicts and trade-offs and how these may be resolved are established.
		4.7	Potential problems, obstacles and risks in meeting goals are identified.
		4.8	Specified action steps that are to be performed in order to accomplish goals are identified.
		4.9	The method by which results will be measured is indicated.

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4.10 Milestones for reviewing progress and tying these to specific dates on a calendar are established.

4.11 Sources of help to obtain resources are identified.

4.12 Evidence of the ability to review process and periodically revise goals is demonstrated.

RANGE STATEMENT

At this stage of the entrepreneurial process the entrepreneur must be able to conduct a self-assessment profile, examine the frame work for self assessment, develop a personal entrepreneurial strategy, identify data to be collected in the self-assessment process and learn about receiving feedback and setting goals.

Concepts associated to include:

- risk
- entrepreneurship
- macro-screening
- micro-screening
- competition
- wage employment

Influencing factors to include:

- market conditions
- markets – demand/supply
- global trends
- level of economic activities
- funding
- economic stability
- social stability
- resources availability

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The entrepreneur must be able to:

- understand the extreme complexity in predicting or aligning him/herself to specific careers in an environment of constant change
- determine the kind of entrepreneur he or she wants to become based on attitudes, behaviours, competencies, experience and how these fit with the requirements and demands for a specific opportunity
- evaluate thoroughly his or her attraction to entrepreneurship
- effectively develop personal plan
- utilize available information that will enhance his or her ability to achieve success

The entrepreneur may encounter setbacks if the planning process is not effectively pursued.

Pitfalls may include:

- proceeding without effective planning which may result in commitment to uncertainty
- commitment to a premature path with the desirability of flexibility can lead to disaster
- personal plans fail for the same reasons as business plans including frustration if the plan appears not to be working immediately and the challenges of changing behaviour from an activity-oriented routine to one that is goal oriented
- developing plans that fail to anticipate obstacles, and those that lack progress milestones and reviews

EVIDENCE GUIDE

Competency is to be demonstrated when the entrepreneur is able to undertake a personal entrepreneurial assessment exercise to determine if he or she possesses the necessary credentials to be a successful entrepreneur. This stage of the entrepreneurial process is critical since experience has shown that the founder is one of the deciding forces if the venture is to succeed and prosper.

(1) Critical Aspects of Evidence

The entrepreneur will be assessed by his/her action in developing an orchestrated plan in order to effectively pursue the business concept.

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- personal entrepreneurial profile systems
- effective management systems: marketing, operations/productions, finance, administration, law
- how to measure feedback
- the method of developing a personal plan
  and a business plan
- understanding the difference between entrepreneurial culture and management culture

Skills
The ability to:

- determine barriers to entrepreneurship
- minimize exposure to risk
- exploit any available resource pool
- tailor reward systems to meet a particular situation
- effectively plan and execute activities
- use computer technology to undertake assessments

(4) Resource Implications

The following resources should be made available:

Personal computer with access to the internet and appropriate software that will enable one to conduct the necessary analysis using the internet

(5) Method of Assessment

A useful method of assessment is to determine if the venture can stand up to the test of critical evaluation.

(6) Context of Assessment

This stage of the entrepreneurial process is assessed when comparisons are made between actual outcomes and plans/projections.

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CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

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FSFRFS0102A Maintain main bank account

Competency Descriptor: This unit describes those functions associated with analysis of transactions and the preparation of reconciliation reports.

Competency Field: Accounting

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Perform analysis of transactions	1.1	Cash receipts are reconciled to daily amounts recorded in statements, in accordance with organisation's policies and procedures.
		1.2	Presented cheques, other credit and other debits are identified and actioned according to the organisation's policies and procedures.
		1.3	General ledger entries are charged appropriately.
		1.4	Errors and discrepancies are rectified in a timely manner.
		1.5	All entries on daily bank statements are actioned and followed-up as appropriate.
2.	Analyse corporate cheques outstanding	2.1	Exceptions reports are generated and exceptions are identified, investigated and actioned in a timely manner.
		2.2	Stale cheques are identified and acted upon in a timely manner.
3.	Complete reconciliations	3.1	Reconciliation is completed in an accurate and timely manner in accordance with organisation's policies, procedures and practice and relevant legislation.
		3.2	Imbalances are identified and rectified in a timely manner.
		3.3	Appropriate liaison with customers and/or bank personnel is undertaken as necessary in accordance with legislative and compliance requirements.

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RANGE STATEMENT

The following variables 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.

Other credits and other debits are:

- any transactions, either direct or indirect in nature, other than presented cheques which need to be recorded

General ledger entries include:

- the recording of fees, taxes and direct debits

Exceptions refer to:

- any corporate cheque falling outside normal parameters

Stale cheques refer to:

- cheques which have passed the statutory time limit for presentation

Relevant legislation and compliance requirements may include:

- Consumer
- Consumer Credit Code
- Privacy Act
- Secrecy Laws
- Competition
- Consumer Affairs Commission (CAC)
- Prudential
- Financial Services Reform Act (FSRA)
- Financial Institutions (FI) Code
- Electronic Funds Transfer (EFT) Code of Conduct
- Financial Transaction reports Act
- Cheques and Payment Orders Act
- Corporate Law
- Commercial Tenancies Act
- Land Tax Assessment Act
- Prescribed Payments Act
- Payroll Tax Assessment Act
- Stamp Duties Act
- Taxation Assessment Act
- Bills of Exchange Act
-

Organisation's policies, procedures and practices may include:

- established policies and procedures relating to preparation of reconciliation reports

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EVIDENCE GUIDE

Assessment of performance requirements in the unit should be undertaken in an industry context. Competency is demonstrated by performance of all stated criteria according to the Range of Variables applicable to the workplace.

This unit may be assessed independently.

(1) Critical Aspects of Evidence

To achieve competency in this unit, a person must be able to demonstrate:

- thorough checking of transaction details and reconciliation reports
- sound knowledge of relevant legislation
- effective communication skills in dealing with customers and external organisations
- thorough understanding of bank account reconciliation process
- ability to use relevant data entry and office equipment

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- knowledge of teller and banking processes
- knowledge of information systems including spreadsheets
- knowledge of relevant legislation
- knowledge of range and type of government and non-government charges affecting bank account
- introductory knowledge of the finance industry, accounting principles, business communication, business law and business accounting
- knowledge of working environment
- knowledge of information technology

Skills
The ability to:

- demonstrate organising and planning skills
- demonstrate reporting skills
- demonstrate numerical skills
- demonstrate researching, observing and analysing skills
- demonstrate written and verbal communication skills
- demonstrate problem solving skills

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(4) Resource Implications

- access to company policies and practises
- relevant IT systems
- the databases of the financial services company

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

This unit may be assessed in the workplace or in a simulated environment.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 2	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFACC0092A: Prepare income tax returns

Competency Descriptor: This unit covers the competency to prepare income tax returns for individuals in accordance with statutory requirements.

Competency Field: Accounting

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Gather and verify data	1.1 Current data on assessable income and allowable deductions are gathered from appropriate sources.
	1.2 Valuations are made, recorded and disclosed in accordance with business policies and procedures.
	1.3 Discrepancies, unusual features or queries are identified, resolved or referred to the appropriate authority.
	1.4 Accrued or prepaid income and expenditure is identified and adjustments to the value of assets and liabilities are recorded.
2. Calculate taxable income	2.1 Liabilities for tax are calculated in accordance with current legislation and revenue gathering practices.
	2.2 Relevant source documentation is identified correctly.
	2.3 Tax returns, statements and claims take full advantage of available benefits and allowances in accordance with statutory requirements.
	2.4 Returns are prepared within established timelines.
3. Review compliance	3.1 Relevant returns are submitted to appropriate authorities within stated deadlines.
	3.2 Current obligations are fulfilled and advice from taxation authorities followed and reported in accordance with statutory requirements.
	3.3 Statements give a clear indication of impact of taxation on individual.
	3.4 Tax office enquiries and income tax audit requirements are met.

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RANGE STATEMENT

Authoritative and recognised sources may include:

- taxation law
- professional associations
- financial information systems
- personnel information systems
- accounting standards
- asset registers
- regulation authority

Business policies and procedures may include:

- reporting requirements
- financial analysis assessments
- electronic data entry
- recording and filing systems
- standard financial analysis techniques
- financial management manuals

Discrepancies may include:

- expenditure report mismatches
- incorrect payments
- absence of auditable trail
- inappropriate authorisations
- variances from budget
- incorrect report formats

Appropriate authority may include:

- Managers
- business guidelines and procedures
- agreed criteria

Asset and liabilities may include:

- property investments
- shares, bonds, securities
- loans, leases, debts
- plant and equipment
- cash

Source documentation may include:

- order and supplier documentation
- financial institution statements
- taxation and statutory returns
- vehicle log books
- statutory declarations
- invoices
- receipts

Statutory requirements may include:

- reporting periods
- taxation payment timings
- delegated authorities
- internal control procedures

Formats may include:

- statutory forms
- financial reports
- spreadsheets
- electronic forms

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Statements and returns may include:

- financial statements
- financial institution statements
- asset usage reports
- taxation declarations
- inventory usage reports

Taxes may include:

- capital gains tax
- individual income tax
- partnership

Revenue gathering practices may include:

- sales
- leasing
- investments
- billing schedules
- lending and financing
- fees and charges

Revenue documentation may include:

- invoices
- declarations
- bills
- sales proceeds
- cash received
- debit notes

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.
This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.
Evidence is most relevant when provided through an integrated activity, which combines the elements of competency for the unit, or a cluster of units of competency.

(1) Critical Aspects of Evidence

To achieve competency in this unit, a person must be able to demonstrate:

- knowledge of statutory requirements
- knowledge of state and territory taxes and charges
- knowledge of organisational policies and procedures
- knowledge of accounting principles and practices
- ability to gather and verify data
- ability to calculate taxable income
- ability to review compliance
- knowledge of relevant taxation legislation
- interpreting and identifying applications of statutory requirements
- documenting financial data in appropriate format for taxation returns
- accurate estimation of taxation liabilities evaluating and depreciating assets

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- income tax legislation
- government taxes and charges
- options, methods and practices for deductions, benefits and depreciation
- ethical considerations for the handling of returns (e.g. conflict of interests, confidentiality, disclosure requirements)

Skills
The ability to:

- demonstrate interpersonal skills and communication skills (eg liaising, listening, consulting)
- demonstrate report writing and document preparation
- record, gather and consolidate financial information
- research and identify legislation and rulings applicable to income taxation
- use information technology for the set up and analysis of spreadsheets
- demonstrate planning skills for timetabling and scheduling reports and lodgements.

(4) Resource Implications

- availability of qualified assessors
- systems which facilitate recording of trainees' profiles and progress
- facilities for workplace or simulated environment assessment

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.
The taxation knowledge components only of this accounting unit of competency must be tested through written examination.

(6) Context of Assessment

Assessment of performance requirements in this unit should be undertaken within the financial services industry context and should cover aspects of personal/financial responsibility and accountability.
Aspects of competency, including the attainment of relevant knowledge and skills, may be assessed in a relevant workplace, a closely simulated work environment, or other appropriate means that clearly meet industry competency requirements.

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CRITICAL EMPLOYABILITY SKILLS

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Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 3	
Work with others and in team	Level 3	
Use mathematical ideas and techniques	Level 3	
Solve problems	Level 2	
Use technology	Level 2	

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FSFFIN0083A: Solve workplace problems

Competency Descriptor: This unit covers the skills and knowledge needed to solve workplace problems using a structured approach.

Competency Field: Financial Service

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Identify the problem	1.1	Variations from the standard expected in any workplace activity, product or service are identified.
		1.2	The extent, cause and nature of the problem are defined based on observation and investigation.
		1.3	The problem is clearly stated and all necessary information concerning the problem and the variation from the expected standard is provided.
2.	Determine the fundamental cause of the problem	2.1	Possible causes of the problem are identified based on experience and the use of problem solving tools and analytical techniques.
		2.2	A statement describing the cause of the problem is developed.
3.	Determine corrective action	3.1	A range of possible options for resolution of the problem is generated.
		3.2	The solution which best meets the organisation's requirements are selected and possible corrective actions proposed.
4.	Implement the solution to the problem	4.1	Corrective action is implemented to resolve the problem and prevent future similar problems occurring.
		4.2	All details of the problem solving process including description of the problem, the cause and the corrective action taken are documented.

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RANGE STATEMENTS

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance. The following variables may be present with training and assessment depending on the work situations, needs of the candidate, accessibility of the item, and local industry contexts.

Activity, product or service may include:

- the full range of financial services products and activities (eg insurance products and claims, retail banking services, financial planning, credit management and so on).

Extent, cause and nature may include but not limited to:

- service standards not adequately met
- claims disallowed
- employee error
- customer lack of understanding of the product
- documents or records of a transaction misplaced/lost by the company or the customer

Necessary information may include but not limited to:

- personal details of the person with the problem
- dates, time, place, and other details of the problem
- organization policy relating to that class of problem

Problem solving tools and analytical techniques may include but not limited to:

- organization policy and procedures
- industry dispute settlement procedures
- step by step problem solving approach
- using deadlock breaking techniques, such as resting the position, clarifying the positions, deferring the decision, preparing a compromise

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EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

(1) Critical Aspects and Evidence

- the ability to analyse problems
- identify the cause
- propose a range of solutions and corrective actions
- select and implement the most effective actions

(2) Pre-requisite Relationship of Units

- Nil

(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- thorough knowledge of the individual's work environment
- thorough knowledge of products and services and the expected processes, standards and outcomes of such
- a structured approach to problem solving
- organisational policy and procedure
- specific products and services standards

Skill
The ability to:

- demonstrate collection and analysis skills
- demonstrate skills in evaluating the advantages and disadvantages of a number of approaches and outcomes
- demonstrate problem solving skills
- demonstrate observation skills

(4) Resource Implications

- access to information about workplace problems
- the usual information sources available in a workplace

(5) Method of Assessment

- For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

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(6) Context of Assessment

- This unit should be assessed in the workplace, in a simulated environment or a combination of these.

CRITICAL EMPLOYABILITY SKILLS

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Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 2	
Work with others and in team	Level 3	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 3	

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FSFORG0023A: Prepare reports for management

Competency Descriptor: This unit describes the functions involved in preparing a range of reports for management.

Competency Field: Financial Services

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Identify and develop report to specifications	1.1 Report is identified in conjunction with organizational representative.
	1.2 Existing report is reviewed.
	1.3 Report objectives are clarified.
	1.4 The content and format of the report is planned.
2. Access report data	2.1 Available data is examined for suitability for inclusion in report.
	2.2 Systems are examined to established data limitations.
	2.3 Suitable data modelling tools to extract information are identified.
3. Analyse data	3.1 Report data is analysed to ensure it meets company objectives and requirements.
	3.2 Data is produced in required format.
4. Prepare and distribute reports	4.1 Reports are prepared in response to management objectives and in the required format.
	4.2 Report material is evaluated according to management objectives and revised as necessary.
	4.3 Report is forwarded to management for assessment and is revised as required.
	4.4 Completed reports are distributed according to company requirement and timelines.

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RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Initiation:

- To initiate may involve identifying to management the availability of new or revised reports

Response:

- To respond may involve taking action in respect of management requests/recommendations

Modelling tools may include but not limited to:

- interaction of financial data as it flows from the source to the required output
- a process for testing assumptions against a variety of scenarios

Policy and procedures:

- 'Policy' means a policy statement.
- 'Procedures' means operating procedures

Company policy and procedures may include but not limited to:

- operations manuals
- internal control guidelines
- computer system documentation

Industry and legislative requirements may cover but not limited to:

- International Accounting Standards
- Industry Code of Practice

EVIDENCE GUIDE

Competency is to be demonstrated by carrying out safe and effective restoration of damaged masonry work by replacing a nominated section.

(1) Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- sound report writing skills
- good conceptual, analytical and planning skills
- ability to communicate with senior management and key stakeholders
- attention to detail

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- company policy and procedures
- industry codes of practice
- computer systems

Skills
The ability to:

- operate computerized spreadsheet and database
- conduct data analysis and interpretation
- demonstrate analytical skills
- pay attention to details
- demonstrate interpersonal and communication skills
- demonstrate report writing skills
- demonstrate presentation skills

(4) Resource Implications

The following resources should be provided:

- access to a relevant workplace or closely simulated office environment
- the use of a range of office equipment, technology and consumables
- standard commercial computer hardware, software, telephones, facsimiles and other relevant office equipment

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

Assessment of performance requirements in this unit should be undertaken within the Financial Services Industry context and should cover aspects of personal/financial responsibility and accountability. Competency is demonstrated by performance of all stated criteria, including the Range of Variables applicable to the workplace environment. Aspects of competency, including the attainment of relevant knowledge and skills, may be assessed in a relevant workplace, a closely simulated work environment, or other appropriate means that clearly meet industry competency requirements.

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CRITICAL EMPLOYABILITY SKILLS

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Levels of Competency		
Level 1.	Level 2.	Level 3.
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Communicate ideas and information	Level 3	
Plan and organise activities	Level 3	
Work with others and in team	Level 3	
Use mathematical ideas and techniques	Level 3	
Solve problems	Level 3	
Use technology	Level 3	

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FSFORG0183A: Supervise work within a financial services context

Competency Descriptor: This unit describes the functions involved in providing supervision of staff and/or work practices within a defined area of responsibility.

Competency Field: Financial Services

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Communicate knowledge of relevant products and services offered	1.1.	A wide range of financial products and services offered by your organisation are described to staff.
		1.2	The roles and requirements of industry organisations are described to staff.
		1.3	The role of the client and service providers is described to staff.
		1.4	The features and processes of specific products and services are clearly described to staff.
		1.5	Research and continual professional development is conducted to stay up to date with product/service developments.
2.	Supervise work within financial services regulatory framework	2.1	Work practices are monitored to ensure compliance with legislation applying to the relevant financial services industry area.
		2.2	Client interaction is supervised to ensure adherence to advisory limitations regulated by Financial Services Commission (FSC).
		2.3	Relationships are established with government information sources involved in the regulation of financial services product.
		.2.4	Work systems are established and maintained to ensure legislative guidelines are met.
		2.5	Documentation is monitored to ensure compliance with legislative guidelines.

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3.	Supervise work within organisational policies, procedures and guidelines, and accepted industry codes of conduct	3.1	Organizational policies, procedures and guidelines are communicated and reviewed for effectiveness.
		3.2	Work conducted is monitored for compliance with organizational policies, procedures and guidelines.
		3.3	Work practices reflect cooperation with peers in implementing organizational policies and procedures.
		3.4	Work practices reflect cooperation with peers in promoting the philosophy and meeting the objectives of the company.
		3.5	All work is monitored for adherence to accepted codes of conduct.
4.	Assess workplace procedures	4.1	Processes and procedures within area of responsibility are identified.
		4.2	Workplace implementation of procedures is reviewed.
		4.3	Implementation of procedures is assessed for efficiency in attaining organisational goals.
		4.4	Areas for improvement in procedures are identified and recommendations made to appropriate personnel.
5.	Implement organisational quality assurance procedures	5.1	Organizational quality assurance measures are implemented.
		5.2	Quality assurance systems are applied as required.
		5.3	Quality assurance measures and outcomes are documented as required.

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RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance. The following variables may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry contexts.

Industry organisations include, but is not limited to:

- employers
- employer organisations
- industrial unions
- service providers
- superannuation organisations
- accounting organisations
- financial planning organisations
- credit unions
- insurance organisations
- banking institutes
- actuarial organisations
- financial market organisations

Professional development may include but is not limited to:

- attendance at seminars/conferences
- reading industry journals and publications
- training programs
- coaching/mentoring
- making presentations
- writing articles
- networking

Legislation applying to the financial services industry area may include, but is not limited to:

- Financial Services Reform Act
- Corporations Act
- Income Tax Assessment Act
- Insurance Act
- Privacy Act
- Anti-discrimination legislation
- Stamp Duty legislation
- Trade Practices legislation
- Contract Law
- Consumer Affairs Act
- Life Insurance Act
- Insurance Contracts Act
- Workers Compensation Acts
- Trust Law
- Trade Practices
- Financial Transaction Reports Act
- Taxation Act
- Banking Act
- Consumer Credit Code

Accepted codes of conduct include but is not limited to:

- maintaining confidentiality
- use of company property
- duty of care
- ethical behaviours
- non-discriminatory practices
- conflict of interests
- compliance with reasonable direction

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EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment
This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.

Evidence is most relevant when provided through an integrated activity, which combines the elements of competency for the unit, or a cluster of units of competency.

(1) Critical Aspects of Evidence

To achieve competency in this unit, a person must be able to demonstrate:

- knowledge of the governments regulatory requirements
- knowledge of roles and requirements of industry organizations
- knowledge of continual professional development requirements
- ability to monitor work practices to ensure compliance with relevant legislation
- ability to establish relationship with government information sources
- ability to communicate organizational policies and procedures
- ability to assess workplace procedures
- ability to implement organizational quality assurance procedures
- ability to supervise procedure and/or people
- ability to work with peers to implement organizational policies and procedures
- ability to work with government bodies to ensure compliance requirements are met
- ability to discuss the features of available products and services
- knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation
- ability to answer a range of questions about the form and function of the products and services offered by your organization
- ability to research information on the relevant financial services industry sector
- ability to identify and describe major roles in the relevant financial services sector
- ability to implement and monitor quality assurance practices

(2) Pre-requisite Relationship of Units

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- company policies, procedures, objectives and guidelines
- compliance requirements for full range of tasks within fund administration
- relevant acts and regulations
- legislative and code of practice requirements
- main features, benefits and practices of different types of products
- features of main industry roles and examples of representatives
- a wide range of information sources and research techniques
- a wide range of products and services
- function of government bodies and representatives involved in regulating relevant products and services
- professional development activities available
- supervisory responsibilities in ensuring compliance within relevant financial services area
- Privacy Act obligations
- fraud deterrence practices

Skills
The ability to:

- demonstrate highly developed communication and interpersonal skills
- demonstrate highly developed documentation and research skills
- implement and supervise procedure
- work effectively with others
- provide leadership

(4) Resource Implications

Access to a relevant workplace or closely simulated office environment and the use of a range of office equipment, technology and consumables
Standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

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(6) Context of Assessment

Assessment of performance requirements in this unit should be undertaken in an industry context and against industry defined assessment guidelines.

Aspects of competency, including attainment of relevant knowledge and skills may be assessed in a simulated work environment or other appropriate means.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 3	
Communicate ideas and information	Level 3	
Plan and organise activities	Level 3	
Work with others and in team	Level 3	
Use mathematical ideas and techniques	Level 3	
Solve problems	Level 2	
Use technology	Level 3	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFPRO0013A: Develop and maintain in-depth knowledge of products and services used by your organization or sector

Competency Descriptor:

This unit covers the development of an in-depth knowledge of the financial products and services provided by your organization, or those that your organization uses, and where they may be applied to customers' needs.

Competency Field: Financial Service

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Identify the products and services your organisation uses	1.1 Products and services used by your organization are identified and the purpose of each determined.
	1.2 The characteristics of the products and services are identified and their strengths, weaknesses, terms, and conditions understood and communicated to clients, where applicable.
	1.3 The organisation's promotional strategy for products and services are accessed and applied in business activities.
2. Identify compliance implications of product	2.1 Compliance implications are established and documented.
	2.2 Client is provided with all necessary information and documentation as per compliance requirements.
3. Determine the appropriate users for products and services	3.1 The function of each product and service and the customer needs it satisfies are identified and documented.
	3.2 The customer characteristics that best suit each product are researched.
	3.3 The products and services used by the organisation are compared with the products of competitors as a basis for selecting the most effective approach to matching the products to customer needs.
	3.4 Approaches to selling the products and services, keeping in mind competitors, are evaluated and useful approaches to meeting customer needs are determined.

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4. Maintain product knowledge	4.1 Relevant products and services are reviewed regularly and any changes to terms and conditions identified and applied in daily work.
	4.2 Systems for keeping up with changes and maintaining up-to-date knowledge about relevant products and services are put in place.
	4.3 Emerging trends affecting the financial industry are continuously reviewed and applied to product and service knowledge.

RANGE STATEMENTS

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance. The following variables may be present with training and assessment depending on the work situations, needs of the candidate, accessibility of the item, and local industry contexts.

Company products and services may include but not limited to:

- personal loans
- credit cards
- debit cards
- commercial loans
- home loans or any other financial service or product that has been developed by and for your organisation

Product and service characteristics may include but not limited to:

- interest rates
- flexibility
- time limits
- fees
- transferability

Promotional strategy may include but not limited to:

- marketing and promotional plans
- strategic plans

Compliance implications may include but not limited to:

- Product Disclosure Statements
- Industry Code of Practice requirements
- Relevant Acts and legislation

Customer needs may include but not limited to:

- flexibility of services
- ability to change services
- family concerns
- age considerations
- amount of savings and income

Customer characteristic may include but not limited to:

- age
- marital status
- income
- profession
- geographic location

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Systems may include but not limited to:

- database systems
- seminars
- induction programs
- training programs

Emerging trends may include but not limited to:

- changes in the economic climate
- changes in the political/international climate
- new technologies
- financial market changes
- interest rate changes
-

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.

This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.
Evidence is most relevant when provided through an integrated activity which combines the elements of competency for the unit, or a cluster of units of competency.

(1) Critical Aspects and Evidence

- ability to identify and describe the financial products and services their company uses and/or provides, their unique characteristics, how they rate to competitors, and the type of customers and customer needs they are best suited for

(2) Pre-requisite Relationship of Units

- Nil

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(3) Underpinning Knowledge and Skills

Knowledge Knowledge of:	Skill The ability to:
• general marketing and promotional techniques such as product placement, how to identify strengths and weaknesses, and how to overcome resistance • organisation's products and services or those used by the organisation • products and services used by competitors that are similar to the organisation's • company policies in terms of promotional and marketing strategies • general knowledge of the systems that can be accessed to obtain up to date information on products, services and competition such as: • the internet, consumer reports, financial reviews and conferences and events that promote such products and services • approaches to selling products and services such as through advertisements, seminars, networks and direct mail	• market and consumer research such as researching on the internet, written publications, and consumer reports and updates • demonstrate marketing skills such as: • appropriately reading market and consumer trends, • matching relevant products that meet these needs, • communicating the benefits of products and services in a way that informs the market • identify different types of customers in the relevant market

(4) Resource Implications

- Assessment of this unit of competence requires access to:
- qualified assessors and assessment guidelines
- a system which facilitates recording of trainee's profiles and progress
- facilities for workplace or simulated environment assessment.

(5) Method of Assessment

- For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

- This unit may be assessed in a simulated work environment. Assessment of performance requirements in the unit should be undertaken in an industry context.

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CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 2	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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FSFACC0293A: Administer financial accounts

Competency Descriptor: This unit deals with the correct administration of allocating payments, reconciling accounts and maintenance of customer details in line with best practice.

Competency Field: Accounting

ELEMENT OF COMPETENCY		PERFORMANCE CRITERIA	
1.	Allocate customer payments	1.1	Service to customers is prompt and documents are completed and processed quickly and accurately to maximise customer satisfaction.
		1.2	Payments are allocated correctly to the appropriate customer accounts.
		1.3	Receipts are banked according to company guidelines.
2.	Reconcile accounts	2.1	Accurate responses are given to customers with billing or account queries.
		2.2	Billing adjustments are accurately made to the correct customer accounts where applicable.
		2.3	Customer complaints are responded to appropriately and promptly in accordance with company policy.
3.	Maintain customer details	3.1	Details on customer account files are kept accurately and up to date.
		3.2	Sources of customer details are checked for reliability and verified where necessary.

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RANGE STATEMENT

Documents may include, but are not limited to:

- delivery slips (signed)
- credit or debit notes
- purchase orders
- aged debtors trial balance
- customer account reconciliations
- customer statements
- dishonoured cheques
- account maintenance forms
- audit trails
- cash allocation/journal processing

Account files may be:

- electronic
- paper based

Sources of customer details may include but not limited to:

- government agencies
- inter-company departments

Billing adjustments may include but are not limited to:

- full payment received
- part payment received
- outstanding amount
- cancellation fees
- reimbursement fees
- claims
- refunds
- discounts
- interest charges
- GCT

EVIDENCE GUIDE

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range of Variables and contexts applicable to the work environment.
This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.

Evidence is most relevant when provided through an integrated activity, which combines the elements of competency for the unit, or a cluster of units of competency.

(1) Critical Aspects of Evidence

To achieve competency in this unit, a person must be able to demonstrate:

- validating of account details
- basic knowledge of appropriate legislation
- understanding and implementation of company credit policy
- sufficient liaison skills to clarify information for basic credit accounts
- ability to use data entry and recording systems

(2) Pre-requisite Relationship of Units

- ITICOR0011A Carry out data entry and retrieval procedures

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(3) Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- basic knowledge of general development in the credit management sector and company policy
- occupational health and safety (OH&S) requirements

Skills
The ability to:

- record, update and file correspondence and documentation
- demonstrate database entry and maintenance skills
- process account applications effectively and efficiently
- demonstrate interpersonal, telephone and writing skills

(4) Resource Implications

Assessment of this unit of competence requires access to:

- qualified assessors and assessment guidelines
- a system which facilitates recording of trainee's profiles and progress
- facilities for workplace or simulated environment assessment

(5) Method of Assessment

For valid and reliable assessment of this unit, evidence must be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

(6) Context of Assessment

This unit should be assessed in an industry context. Aspects of competency, including attainment of relevant knowledge and skills may be assessed in a simulated work environment.

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CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 2	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 2	
Work with others and in team	Level 2	
Use mathematical ideas and techniques	Level 2	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

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