



Australian Government

Assessment Requirements for FNSBNK404 Promote mobile banking services

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply current knowledge of mobile banking products and services to identify potential clients
- contribute to developing new tools and documentation to promote mobile banking services
- adhere to organisational marketing guidelines and rules when developing promotional tools, techniques and documentation
- follow organisational procedures and privacy principles when developing communication techniques and using client information for marketing purposes
- communicate information on promoting mobile banking services with team members.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- analyse and describe the key client motivations, needs and wants relating to mobile banking
- describe the key features of organisational policy and procedures related to mobile banking services and products
- outline the key characteristics and conditions of similar products available in the industry
- explain the key features of the requirements of relevant financial services legislation
- describe the key features of relevant financial documents relating to mobile banking products and services, including:
 - brochures
 - fact sheets
- compare and contrast promotion and selling techniques.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the banking field of work and include access to:

- office equipment, technology, software and consumables
- mobile banking service information.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>