



CATAPULT

FNSCUS402

Resolve disputes

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit FNSCUS402.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/FNSCUS402/>

Trainer/assessor guide

FNSCUS402

Resolve disputes

Welcome to this unit of study

This unit describes the skills and knowledge required to investigate, negotiate and resolve disputes between financial services customers and organisations.

It applies to individuals in any sector of the financial services industry who work with others as part of a formal internal dispute resolution process.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

| | |
|--|-----------|
| About this trainer/assessor guide | 4 |
| Learning resource..... | 5 |
| Topic 1: Establish that dispute exists | 5 |
| Identify the grounds for dispute | 5 |
| Clarify disputed issues | 18 |
| Provide information about the dispute resolution process | 32 |
| Obtain additional information | 36 |
| Inform customer of organisation's obligations, procedures and timeframes | 38 |
| Check your understanding | 47 |
| Topic 2: Investigate dispute and determine action to be taken | 49 |
| Collect information..... | 49 |
| Inform customer of progress | 51 |
| Determine resolution | 53 |
| Check your understanding | 57 |
| Topic 3: Negotiate and resolve dispute | 59 |
| Inform customer of decision | 59 |
| Resolve dispute effectively | 61 |
| Respect rights of customer..... | 62 |
| Check your understanding | 65 |
| Topic 4: Finalise dispute | 67 |
| Record dispute resolution process outcomes | 67 |
| Act on dispute resolution..... | 69 |
| Complete all documentation..... | 71 |
| Check your understanding | 73 |
| References..... | 75 |
| Assessment workbook | 77 |
| Unit information | 79 |
| What is competency-based assessment?..... | 80 |
| How will my competency be assessed?..... | 81 |
| Assessment agreement | 82 |
| Foundation skills checklist..... | 83 |
| Skills recognition..... | 84 |
| Topic 1: Establish that dispute exists | 85 |
| Topic 2: Investigate dispute and determine action to be taken | 86 |
| Topic 3: Negotiate and resolve dispute | 87 |
| Topic 4: Finalise dispute | 88 |
| Knowledge questions | 89 |
| Topic 1: Establish that dispute exists | 90 |
| Topic 2: Investigate dispute and determine action to be taken | 98 |
| Topic 3: Negotiate and resolve dispute | 102 |
| Topic 4: Finalise dispute | 107 |
| Topic 5: Specific knowledge evidence..... | 112 |

| | |
|---|------------|
| Performance tasks | 118 |
| Third party evidence collection agreement | 119 |
| Topic 1: Establish that dispute exists | 120 |
| Topic 2: Investigate dispute and determine action to be taken | 122 |
| Topic 3: Negotiate and resolve dispute | 123 |
| Topic 4: Finalise dispute | 124 |
| Completion record | 125 |
| Unit mapping | 126 |
| Trainer/ assessor user instructions | 128 |

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Establish that dispute exists
- » Investigate dispute and determine action to be taken
- » Negotiate and resolve dispute
- » Finalise dispute

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
