

**SKILLS FRAMEWORK FOR FINANCIAL SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Risk Management, Governance and Regulatory Compliance					
TSC	Customer Acceptance Checking and Onboarding					
TSC Description	Assess customer acceptance suitability by conducting Know Your Customer, Anti-Money Laundering, Customer Due Diligence (KYC/AML/CDD) checks and fraud assessments					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		FSE-AUD-2016-1.1	FSE-AUD-3016-1.1	FSE-AUD-4016-1.1		
		Gather and evaluate adequacy of information required from customers to conduct Know Your Customer, Anti-Money Laundering, Customer Due Diligence (KYC/AML/CDD) checks and fraud assessments as part of customer acceptance checking and onboarding procedures	Conduct Know Your Customer, Anti-Money Laundering, Customer Due Diligence (KYC/AML/CDD) and fraud assessments on incoming customers before acceptance as part of compliance checks and on-boarding procedures	Review and validate customer integrity and acceptance suitability through review of Know Your Customer, Anti-Money Laundering, Customer Due Diligence (KYC/AML/CDD) checks and fraud assessment findings		
Knowledge		<ul style="list-style-type: none"> • Organisation fraud risk management processes • KYC/CDD/AML and Business Partner Analysis procedures • Common cases of customer fraud scenarios • Customer onboarding procedures • Self-assessed checklists for acceptance and onboarding 	<ul style="list-style-type: none"> • Organisation risk management and compliance requirements for fraud, AML, Countering the Financing of Terrorism (CFT), and Proliferation Financing • CFT and Proliferation Financing methodologies • Customer fraud practices and trends • Customer onboarding procedures • Customer servicing techniques • Key indicators of compliance breaches or irregular activities • Fraud risk assessment approaches • Customer monitoring approaches 	<ul style="list-style-type: none"> • KYC/CDD/AML regulations relating to organisation and sub-sector • Fraud and AML detection procedures • Trends about mitigation of CFT and Proliferation Financing scenarios • Financial Services industry CFT and Proliferation Financing best practices 		
Abilities		<ul style="list-style-type: none"> • Explain information and documentation requirements to customers as part of onboarding • Obtain background, financial information and supporting 	<ul style="list-style-type: none"> • Review documented evidence for accuracy and against self-assessed KYC/AML/CDD checklists for customer approvals 	<ul style="list-style-type: none"> • Guide team on customer acceptance checking and onboarding procedures • Roll out onboarding steps as part of risk management activities 		

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		<p>documentary evidence from customers</p> <ul style="list-style-type: none"> • Check documents for validity, relevance and ensure it is sufficient for needs of situation • Perform KYC/CDD/AML and Business Partner Analysis checks • Perform fraud risk assessment using established fraud detection procedures • Follow standard set of steps for onboarding procedures 	<ul style="list-style-type: none"> • Coordinate acquisition of supporting information for account opening and financial situation documentation • Verify documents and customer identities • Conduct onboarding interviews and assessments in line with pre-determined policies • Execute acceptance checks and assessments of customers' suitability • Conduct periodic review of onboarded customer accounts for money laundering, CFT and Proliferation Financing warning signs • Conduct monitoring of customer accounts for irregular or fraudulent activities using automated systems 	<ul style="list-style-type: none"> • Develop guidelines for customer acceptance checking and customer onboarding procedures • Review and verify accuracy of customer acceptance checks and onboarding procedures • Identify improvement opportunities for processes and procedures • Review highlighted potential fraud, AML, CFT and Proliferation Financing cases and escalate to appropriate senior team members accordingly • Oversee implementation of periodic monitoring and review of customer base to determine risks and impact on customer retention. • Determine overall process for adherence to AML, CFT, and Proliferation Financing requirements at a local and global level 		
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