



FINANCIAL SERVICES TRAINING PACKAGE – FNB99

Superannuation Competency Standards

This is Volume 13 of a 13-volume set. This volume should not be used in isolation but in the context of the complete set for the Financial Services Training Package.

The material contained within this volume is part of the endorsed component of the Financial Services Training Package endorsed by the Australian National Training Authority in June 1999 and agreed by Ministers. This Training Package is to be reviewed by 30 June 2003.

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IMPORTANT

Training Packages are living documents. Changes are periodically made to reflect the latest industry practices.

As a user of the Training Package, and before commencing any form of training or assessment, you must ensure delivery is from the current version.

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Changes in units of competency and packaging of qualifications are reflected on the National Training Information Service which only displays current information: <http://www.ntis.gov.au>

MODIFICATION HISTORY – ENDORSED MATERIALS

Please refer to the National Training Information Service for the latest version of Units of Competency and qualification information (<http://www.ntis.gov.au>).

Financial Services Training Package – FNB99

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Version	Date of Release	Authorisation	Comments
4	July 2003	NTQC	Addition of Superannuation Standards. Three new qualifications in Superannuation
3.00	October 2002	NTQC	Update of all Competency Standards; Addition of ASIC Standards, Financial Planning Standards; addition and revision of Accounting Standards; Revision of Qualifications Framework and Core Competency Units.
2.00	July 2001	NTQC	Addition of Conveyancing Standards and changes to general Insurance Standards. Six new qualifications, four in General Insurance and two in Conveyancing sector.
1.00	June 1999	NTFC	Primary release

Forms control: All endorsed Training Packages will have a version number displayed on the imprint page of every volume constituting that Training Package. Every Training Package will display an up-to-date copy of this modification history form, to be placed immediately after the contents page of the first volume of the Training Package. Comments on changes will only show sufficient detail to enable a user to identify the nature and location of the change. Changes to Training Packages will generally be batched at quarterly intervals. This modification history form will be included within any displayed sample of that Training Package and will constitute all detail available to identify changes.

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Introduction to the Superannuation Competency Units

This Package forms part of the Financial Services Training Package and provides the training framework for all nationally endorsed Superannuation qualifications throughout Australia.

For detailed information on qualifications available to the Superannuation Industry please refer to the **Qualifications, Assessment Criteria and Core Competency Unit** booklet. This document contains the full list of qualifications for the financial services industry, including sectoral breakdowns and is available for purchase at www.nfitab.com.au.

Superannuation Framework

The Framework for Superannuation consists of 4 qualifications:

- 1. Certificate III in Financial Services**
Total of 15 units:
6 Industry Core units
3 Common units
6 Specialist units

- 2. Certificate IV in Financial Services (Superannuation)**
Total of 10 units:
5 Core units
5 Elective units

- 3. Diploma of Financial Services (Superannuation)**
Total of 8 units:
4 Core units
4 Elective units

- 4. Advanced Diploma of Financial Services (Superannuation)**
Total of 8 units:
6 Core units
2 Elective units

The Framework provides links to other Training Packages through the selection of elective units, to ensure that professional development pathways are established and that skills and knowledge can be transferred.

FNBSUP01A**Work within the superannuation industry****Stream:****Superannuation****National Code:****FNBSUP01A****Unit Description:****This unit describes the functions involved in working to industry standards while providing superannuation services.**

ELEMENT	PERFORMANCE CRITERIA
1. Demonstrate knowledge of Australia's superannuation system	1. The Government's retirement income policy and compulsory superannuation, management of superannuation funds and regulatory requirements can be explained. 2. A range of superannuation funds can be described as required. 3. The roles and participation of industry organisations can be described as required. 4. The role of the trustee and service providers can be described as required. 5. Research and continual professional development is conducted to stay up to date with superannuation developments.
2. Work within superannuation regulatory framework	1. Main legislation applying to the superannuation industry is identified. 2. The role of main government bodies involved in the regulation of superannuation is described. 3. Work carried out is consistent with relevant legislation and organisational compliance procedures. 4. Member information is documented according to legislative and organisational guidelines.
3. Provide a superannuation service to clients according to legislative guidelines	1. Australian Securities and Investments Commission (ASIC) guidelines for client services are identified. 2. ASIC rules regarding giving advice to clients are described. 3. Legislative rules applying to work role are identified. 4. Organisational guidelines regarding assisting clients with enquiries, are identified and followed.

ELEMENT	PERFORMANCE CRITERIA
<p>4. Work within organisational policies, procedures and guidelines, and accepted industry codes of conduct</p>	<ol style="list-style-type: none"> 1. Organisational policies, procedures and guidelines are identified and accessed. 2. Work is conducted in accordance with organisational policies, procedures and guidelines. 3. Work responsibilities and areas of expertise within the organisation are identified and described. 4. Work conducted reflects an understanding of the philosophy and objectives of the company. 5. All work is conducted within accepted codes of conduct including those relating to: <ul style="list-style-type: none"> – <i>Maintaining confidentiality</i> – <i>Use of company property</i> – <i>Duty of care</i> – <i>Ethical behaviours</i> – <i>Non-discriminatory practices</i> – <i>Conflict of interests</i> – <i>Compliance with reasonable direction.</i>
<p>5. Identify features and processes within workplace fund</p>	<ol style="list-style-type: none"> 1. Products and services particular to workplace fund are identified. 2. Funding and investment processes particular to workplace fund are described. 3. Insurance options and processes particular to workplace fund are identified. 4. Fund administration and management processes particular to workplace fund are described.
<p>6. Apply organisational quality assurance procedures</p>	<ol style="list-style-type: none"> 1. Relevant Australian Standards and organisational quality assurance measures are identified. 2. Quality assurance procedures are applied as required. 3. Quality assurance measures are documented as required.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>All functions and roles within the superannuation industry.</i>
A range of superannuation funds	<p>A range of superannuation funds may include:</p> <ul style="list-style-type: none"> • <i>Corporate funds</i> • <i>Industry funds</i> • <i>Retail funds</i> • <i>Public sector funds</i> • <i>Self-managed Superannuation Funds</i> • <i>Small APRA Funds</i> • <i>Retirement Savings Accounts</i> • <i>Eligible Rollover Funds</i> • <i>Approved Deposit Funds</i> • <i>Deferred Annuities</i> • <i>Defined Benefit Funds</i> • <i>Accumulation Funds</i>
Major industry organisations	<p>Major industry organisations includes but is not limited to:</p> <ul style="list-style-type: none"> • <i>Employer organisations</i> • <i>Industrial unions</i> • <i>Service providers</i> • <i>Association of Superannuation Funds of Australia Ltd (ASFA)</i> • <i>Australian Institute of Superannuation Trustees (AIST)</i> • <i>Other superannuation organisations</i> • <i>Accounting organisations</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Professional development	<p>Professional development may include:</p> <ul style="list-style-type: none"> • <i>Attendance at seminars / conferences</i> • <i>Reading industry journals & publications</i> • <i>Training programs</i> • <i>Coaching / mentoring etc.</i>
Main government bodies involved in the regulation of superannuation	<p>Main government bodies involved in the regulation of superannuation may include:</p> <ul style="list-style-type: none"> • <i>Australian Prudential Regulation Authority (APRA)</i> • <i>Australian Securities and Investments Commission (ASIC)</i> • <i>Australian Taxation Office (ATO)</i> • <i>Superannuation Complaints Tribunal (SCT)</i>
Legislation and Regulations determining compliance	<p>Legislation and regulations determining compliance may include:</p> <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>The Financial Services Reform Act 2001 (FSRA)</i> • <i>Corporations Act 2001</i> • <i>The Income Tax Assessment Act 1936</i> • <i>The Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i> • <i>The Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i> • <i>Trustee Acts or Trust Acts in each State and Territory</i> • <i>Industrial legislation</i> • <i>Stamp Duty legislation</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Trade Practices legislation</i> • <i>Other relevant State and Federal legislation</i>
ASIC rules	<p>ASIC rules may include:</p> <ul style="list-style-type: none"> • <i>Rules for holding proper authority</i> • <i>Licencing rules</i> • <i>Rules defining giving advice and providing information</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentation and filing procedures</i> • <i>Process methodology</i> • <i>Occupational health & safety procedures</i> • <i>Anti-Discrimination policy</i>
Particular workplace fund	<p>Particular workplace fund refers to the type of organisation worked in, such as:</p> <ul style="list-style-type: none"> • <i>Corporate fund</i> • <i>Industry fund</i> • <i>Public sector fund</i> • <i>Retail fund</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>ability to follow procedure</i> • <i>knowledge of available superannuation products and services</i> • <i>knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>communication skills</i> • <i>ability to answer a range of general questions about the form and function of the superannuation industry in Australia</i> • <i>ability to research information on the superannuation industry</i> • <i>involvement in professional development activities</i> • <i>ability to identify and describe major roles in the superannuation industry</i>
<p>Interdependent assessment of units:</p> <p>This unit may be assessed independently or in conjunction with other superannuation units.</p>
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • <i>company policies, procedures, objectives and guidelines</i> • <i>compliance requirements for routine tasks</i> • <i>affect of Privacy Legislation on work role</i> • <i>fraud deterrence practices</i> • <i>relevant Acts and Regulations</i> • <i>legislative and code of practice requirements</i> • <i>main features of different types of funds</i> • <i>features of main industry roles</i> • <i>a wide range of information sources and research techniques</i> • <i>a range of superannuation products and services</i> • <i>how insurance works</i> • <i>features of group life insurance</i> • <i>fund composition, approach, options and management processes</i> • <i>investment process of fund</i> • <i>function of government bodies involved in regulating superannuation</i> • <i>professional development activities available</i> •

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>communication and interpersonal skills</i> • <i>research skills</i> • <i>ability to follow procedure</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of functions required in fund administration processes.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP02A**Establish, maintain and process superannuation records****Stream:****Superannuation****National Code:****FNBSUP02A****Unit Description:**

This unit describes the functions involved in establishing member and/or employer superannuation records within a computerised information management system/database, and ensuring records are maintained accurately.

ELEMENT	PERFORMANCE CRITERIA
1. Set up new member file for individuals	1. Information required to set up new member file is collected. 2. Information is checked to ensure it is complete and correct. 3. Data is entered into organisational information system. 4. New member file is activated. 5. Confirmation is sent according to organisational guidelines.
2. Set up employer records as required	1. Information required to set up new employer file is collected. 2. Information is checked to ensure it is complete and correct. 3. Data is entered into organisational information system. 4. New employer file is activated. 5. Confirmation is sent according to organisational guidelines.
3. Maintain integrity of records	1. All transactions are correctly reflected in records. 2. Inconsistencies are identified and acted upon. 3. Records are up-dated as new information is received. 4. Enquiries and communications are added to records. 5. Documentation is completed according to organisational guidelines.
4. Identify administrative and accounting processes documented in member records	1. Process of determining interest is identified. 2. Factors influencing interest are identified. 3. Administrative charges and insurance premiums are identified on records. 4. Processes of allocating interest, charges and insurance premiums to member accounts are described. 5. Members are provided with information regarding their records as required and according to organisational guidelines.

ELEMENT	PERFORMANCE CRITERIA
5. Describe elements of annual statements and calculation processes	1. Elements of annual statements are identified. 2. Elements of annual statements are described as required. 3. Process of calculating and generating annual statements is described. 4. Statements are reproduced as required and according to organisational guidelines.
6. Follow quality assurance procedures	1. Organisational procedures are followed. 2. Member/employer details are established and maintained in accordance with organisational requirements. 3. Consequences of incorrect information are identified and corrected.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	Work contexts where this unit may apply include: <ul style="list-style-type: none"> • <i>Where processing of documentation for new members and/or employers is the major function of the work role.</i> • <i>When maintenance of and changes to records is part of work role.</i> • <i>When interaction with members and employers is involved and requires documentation.</i>
Superannuation records	Superannuation records may include the following details: <ul style="list-style-type: none"> • <i>Personal details</i> • <i>Employment details</i> • <i>Member categories eg. spouse account</i> • <i>Employer / member contribution balances</i> • <i>Preservation categories</i> • <i>Eligible Termination Payment (ETP) categories</i> • <i>Historical information</i> • <i>Funds allocation requirements</i> • <i>Other special circumstances</i> • <i>Transaction details eg. changes in member investment choices or insurance choices</i> • <i>Insurance categories</i> • <i>Investment choice categories</i> • <i>Beneficiaries</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Inconsistencies	<p>Inconsistencies may include:</p> <ul style="list-style-type: none"> • <i>Personal details do not correspond</i> • <i>Employer details do not correspond</i> • <i>Contribution details do not correspond</i> • <i>Contribution changes</i> • <i>Employment changes</i> • <i>Applicant is not eligible to apply</i> • <i>Current forms are not used</i>
Factors influencing interest allocation	<p>Factors influencing interest allocation may include:</p> <ul style="list-style-type: none"> • <i>Government regulation</i> • <i>Investment performance</i> • <i>Fund rules</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentation and filing procedures</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>ability to follow procedure</i> • <i>ability to establish information needs</i> • <i>ability to source required information</i> • <i>ability to check information</i> • <i>computer skills</i> • <i>literacy skills</i> • <i>customer service skills</i> • <i>data interpretation skills</i> • <i>problem solving skills</i> • <i>knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>documentation skills</i> • <i>ability to use and maintain database systems</i> • <i>able to use computer system to allocate interest, administration charges and insurance premiums</i> • <i>able to produce and distribute member statements</i> • <i>ability to implement and monitor organisational quality assurance measures and practices</i>
<p>Interdependent assessment of units:</p> <p>This unit may be assessed independently or in conjunction with other superannuation units. It can be assessed with chosen Common Skills units within Areas: Provide Customer Service & Process Information and Reporting.</p>
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • <i>company policies, procedures, objectives and guidelines</i> • <i>available products and services</i> • <i>eligibility rules for fund</i> • <i>guiding principles of the Privacy Act</i> • <i>fraud deterrence practices</i> • <i>information technology system procedures for documentation</i> • <i>organisational information, documentation and communication systems</i>

EVIDENCE GUIDE
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>documentation</i> • <i>ability to access and use information</i> • <i>PC based computer applications (word processing, spreadsheet, database etc.)</i> • <i>organisational skills</i> • <i>literacy skills</i> • <i>customer service skills</i> • <i>data interpretation skills</i> • <i>problem solving skills</i> •
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of functions in meeting the establishment, maintenance and communication requirements of member records.</p>
<p>Context for assessment:</p> <p>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.</p>

EVIDENCE GUIDE						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP03A**Process superannuation contributions****Stream:****Superannuation****National Code:****FNBSUP03A****Unit Description:**

This unit describes the functions involved in receiving superannuation contributions and ensuring correct funds are allocated to accounts.

ELEMENT	PERFORMANCE CRITERIA
1. Identify types of contributions and their processes	1. Contribution types and sources are identified. 2. Procedures for processing contribution types are described. 3. Potential errors in processing contribution types are identified.
2. Receive superannuation contributions	1. New accounts are established and checked for eligibility. 2. Superannuation contributions are received via post, person, phone or electronic format. 3. Contributions and accompanying documents are checked to ensure information is complete and correct. 4. Receipt is documented according to organisational procedures. 5. Documentation is filed according to organisational procedures. 6. Contributions are processed for banking according to organisational procedures.
3. Receive rolled over Eligible Termination Payments (ETP)	1. ETP contributions received are checked for rollover eligibility. 2. Documentation is checked for completion and processed accordingly.
4. Identify and manage contribution and ETP errors or incompleteness	1. Errors in contributions and / or documentation are identified. 2. Documentation is returned or required information sought. 3. Employers are sent contribution reminders as required. 4. Incomplete or incorrect contributions are actioned according to organisational requirements. 5. Incomplete or incorrect contributions are reconciled and processed when required information is obtained.
5. Allocate contributions according to contribution type	1. Reconciled contributions are prepared for allocation into accounts. 2. Contributions are allocated in accordance with member requirements. 3. Documentation and processing is completed according to organisational requirements and procedures.

ELEMENT	PERFORMANCE CRITERIA
6. Issue receipt/confirmation for contributions according to organisational guidelines	<ol style="list-style-type: none"> 1. Receipt/confirmation is generated for contributions according to organisational guidelines. 2. Receipt/confirmation is checked against member records according to organisational guidelines. 3. Receipt/confirmation is sent to member according to organisational guidelines.
7. Follow quality assurance procedures	<ol style="list-style-type: none"> 1. Organisational procedures are followed. 2. Member details are established and maintained in accordance with organisational requirements. 3. System and process checks are implemented and any irregularities identified. 4. Consequences of incorrect processing of contributions are identified and explained. 5. Any irregularities are corrected or communicated to appropriate personnel.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Receiving and processing incoming payments as the primary function of the work role or as one element of a varied work role.</i> • <i>Receiving and processing incoming payments according to the administrative requirements and procedures as defined by the fund or superannuation organisation and any legislative or regulatory requirements.</i>
Contribution sources	<p>Contribution sources may include:</p> <ul style="list-style-type: none"> • <i>Members</i> • <i>Nominated contributors such as spouses, family members etc.</i> • <i>Employers</i> • <i>Australian Taxation Office</i> • <i>Transfers and rollovers</i>
Errors in payments and / or documentation	<p>Errors in payments and / or documentation may include:</p> <ul style="list-style-type: none"> • <i>Member information is illegible or missing</i> • <i>Signature is missing</i> • <i>Payment does not correspond with documentation</i> • <i>Member information does not correlate with fund records</i>
Payment directions	<p>Payment directions may include:</p> <ul style="list-style-type: none"> • <i>Member account details</i> • <i>Division of payment into investment portfolios</i> • <i>Documentation requirements</i> • <i>Communication requirements</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentation and filing procedures</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>ability to follow procedure</i> • <i>ability to identify consequences of incorrect allocation of member contributions</i> • <i>literacy skills</i> • <i>ability to identify documentation errors, inconsistencies or incompletions</i> • <i>ability to identify factors which may require further investigation</i> • <i>knowledge of available products and services</i> • <i>knowledge of legislative requirements for Eligible Termination Payments (ETP's)</i> • <i>computer skills</i> • <i>ability to liaise with members and/ or employers to source information and answer enquiries related to member contributions and accounts</i> • <i>knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>ability to reconcile income against statements</i> • <i>documentation skills</i> • <i>communication skills</i> • <i>ability to use and maintain database systems</i> • <i>ability to implement and monitor organisational quality assurance measures and practices</i>
<p>Interdependent assessment of units:</p> <p>This unit may be assessed independently or in conjunction with other superannuation units.</p>
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • <i>company policies, procedures, objectives and guidelines</i> • <i>compliance requirements for managing member contributions</i> • <i>relevant Acts and Regulations, legislative and code of practice requirements</i> • <i>Privacy Act responsibilities</i> • <i>fraud deterrence practices</i> • <i>knowledge of legislative requirements for ETP's</i> • <i>a wide range of information and sources and research techniques</i> • <i>knowledge of a wide range of products and services</i> • <i>knowledge of risks and implications associated with products and services</i> • <i>knowledge of how superannuation funds are managed and paid as benefits</i> •

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>communication skills</i> • <i>numeracy and literacy</i> • <i>decision making and problem solving</i> • <i>PC based computer applications (word processing, spreadsheet, database etc.)</i> • <i>interpersonal</i> • <i>time management</i> • <i>ability to identify inconsistencies and inaccuracies in paperwork</i> • <i>organisational skills</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover the comprehensive range of functions required in the processing of a range of superannuation contributions.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP04A**Process superannuation Eligible Termination Payment (ETP) benefits****Stream:****Superannuation****National Code:****FNBSUP04A****Unit Description:**

This unit describes the functions involved in receiving applications for superannuation ETP payments and ensuring correct funds are allocated to members.

ELEMENT	PERFORMANCE CRITERIA
1. Identify types of benefits and their processes	1. Benefit types are identified. 2. Procedures for processing benefit types are described. 3. Potential errors in processing benefit types are identified.
2. Receive applications for benefit payment	1. Applications for superannuation benefit payment are received via post or electronic format. 2. Applications and accompanying documents are checked to ensure information is complete and correct. 3. Receipt is documented according to organisational procedures.
3. Identify and manage application errors	1. Errors and incompleteness in applications are identified. 2. Incomplete or incorrect applications are actioned according to organisational requirements. 3. Applications are prepared for processing when required information is obtained.
4. Process applications for Eligible Termination Payment (ETP) benefits	1. Applications are checked against conditions identified in trust deed. 2. Additional information is sourced as required – e.g. from member, employers etc. 3. Benefit is calculated to include additional fees, charges and/or other factors, using computer system. 4. Results of calculation are checked. 5. Application is processed in accordance with the conditions identified in the trust deed and organisational procedures. 6. ETP payment rollover documentation and monies are issued to members, Australian Taxation Office, rollover funds, as required. 7. Details for benefit payments are issued for benefit accounting according to organisational guidelines.

ELEMENT	PERFORMANCE CRITERIA
5. Follow quality assurance procedures	<ol style="list-style-type: none">1. Organisational procedures are followed.2. Member documentation is maintained in accordance with organisational requirements.3. System and process checks are implemented and any irregularities identified.4. Consequences of incorrect processing of benefits are identified and explained.5. Any irregularities are corrected or communicated to appropriate personnel.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Where receiving and processing benefit applications is a routine function within the job role.</i>
Benefit types	<p>Benefit types may include:</p> <ul style="list-style-type: none"> • <i>Eligible Termination Payments</i> • <i>Pensions</i> • <i>Rollover funds</i>
Errors and / or incompletions in documentation	<p>Errors and / or incompletions in documentation may include:</p> <ul style="list-style-type: none"> • <i>Member information is illegible or missing</i> • <i>Signature is missing</i> • <i>Documentation is inconsistent</i> • <i>Member information does not correlate with fund records</i> • <i>Insufficient detail given</i>
Actioned	<p>Actioned may include:</p> <ul style="list-style-type: none"> • <i>Applications are returned</i> • <i>Further information is sought</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentation and filing procedures</i> • <i>Verifying status of rollover conditions</i>
Conditions identified in trust deed	<p>Conditions identified in trust deed may include:</p> <ul style="list-style-type: none"> • <i>Fund guidelines</i> • <i>Details of policy taken by member</i> • <i>Relevant legislation</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Additional beneficiaries	<p>Additional beneficiaries may include:</p> <ul style="list-style-type: none"> • <i>Current or ex-spouse</i> • <i>Non-custodial children</i> • <i>Custodial children</i> • <i>Beneficiaries as identified by local State legislation</i> • <i>Financial Dependents</i> • <i>Legal personal representative</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>ability to test and assess the integrity of information</i> • <i>knowledge of the steps involved in the benefit payment process</i> • <i>ability to source and interpret information required to process benefits</i> • <i>knowledge of required paperwork accompanying the processing of Eligible Termination Payments (ETPs)</i> • <i>ability to calculate taxation requirements for benefit payments</i> • <i>ability to correctly use computer system to calculate the benefit for members</i> • <i>knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation</i>
<p>Interdependent assessment of units:</p> <p>This unit may be assessed independently or in conjunction with other superannuation units. It can be assessed with chosen Common Skills units within Areas: Provide Customer Service & Process Information and Reporting.</p>

EVIDENCE GUIDE
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • <i>company policies, objectives and guidelines</i> • <i>Government Member Benefit Protection rules</i> • <i>Preservation Rules (before and after July 1999)</i> • <i>taxation requirements and tax rates for ETPs under the Income Tax Assessment Act</i> • <i>components of a superannuation ETP</i> • <i>documentation requirements of ETPs</i> • <i>taxation requirements for pension and annuity payments</i> • <i>Reasonable Benefit Limits (RBL) regulations and impacts on taxation</i> • <i>procedures for calculating and processing benefits</i> • <i>application of Privacy legislation</i> • <i>fraud deterrence practices</i> •
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>communication</i> • <i>high level analytical</i> • <i>research and documentation</i> • <i>numeracy and literacy</i> • <i>decision making and problem solving</i> • <i>ability to use comparative analysis</i> • <i>PC based computer applications (word processing, spreadsheet, database etc.)</i> • <i>interpersonal</i> • <i>ability to assess validity and usefulness of information</i>
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover the comprehensive range of functions required in the processing of ETP superannuation benefits.</p>

EVIDENCE GUIDE						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP05A**Work with specialist and outsourced services****Stream:** Superannuation**National Code:** FNBSUP05A

Unit Description: This unit describes the functions involved in working with internal and outsourced specialist services such as insurers, call centres, investment managers and outsourced fund administrators. It also describes the skills required for meeting legislative requirements and Australian Securities and Investments Commission (ASIC) guidelines on giving advice.

ELEMENT	PERFORMANCE CRITERIA
1. Refer enquiries outside area of authority	1. Limitations of expertise and authority are identified. 2. ASIC guidelines for issuing advice are explained. 3. Specialist roles and expertise used in superannuation are identified and described. 4. Organisational procedure for handling financial planning enquiries is identified. 5. Client enquiries are referred to appropriate personnel or specialist support.
2. Demonstrate knowledge of, and work with organisational specialists	1. Organisational specialist skills are identified and their roles described. 2. The compliance roles of organisational specialists are described. 3. Reporting and communication requirements of organisational specialists are identified. 4. Work required for organisational specialists is completed efficiently and accurately.
3. Demonstrate knowledge of, and work with outsourced specialists	1. Outsourced specialist skills used by the organisation are identified and their roles described. 2. The compliance roles of outsourced specialists are described. 3. Reporting and communication requirements of outsourced specialists are identified. 4. Work required for outsourced specialists is completed efficiently and accurately.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Where specialist services are a part of the fund's personnel support.</i>
ASIC guidelines	<p>ASIC guidelines refer to:</p> <ul style="list-style-type: none"> • <i>Compliance with PS146 and subsequent updates</i> • <i>Tier 1 and Tier 2 regulations regarding giving advice</i>
Superannuation specialists	<p>Superannuation specialists may include:</p> <ul style="list-style-type: none"> • <i>Sales and marketing specialists</i> • <i>IT specialists</i> • <i>Trustees</i> • <i>Employer relationship managers</i> • <i>Insurers</i> • <i>Investment managers</i> • <i>Communications and publications specialists</i> • <i>Operational specialists</i> • <i>Actuarial support</i> • <i>Fund administrators</i>

EVIDENCE GUIDE
<p>Critical aspects of competency:</p> <p>Competency must be demonstrated in the ability to effectively work with specialist services. In particular, the assessor should look to see that the candidate can:</p> <ul style="list-style-type: none"> • <i>comply with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>identify relevant regulatory bodies and legislation</i> • <i>ability to describe the role and responsibilities of specialist services used in superannuation</i> • <i>describe the consequences of non-compliance</i> • <i>prepare documentation according to the needs of specialist services</i> • <i>prepare required communications according to specialist requirements</i> • <i>work effectively with others</i> • <i>refer client enquiries to appropriate specialists</i>
<p>Interdependent assessment of units:</p> <p>This unit should be assessed in conjunction with other superannuation units.</p>

EVIDENCE GUIDE
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • <i>features, compliance and reporting requirements of the Superannuation Industry (Supervision) (SIS) Act, Taxation Act and other relevant legislation</i> • <i>timeframe requirements for compliance reports for specialist services</i> • <i>relationship between actuary / auditor and trustee under SIS</i> • <i>organisational procedures for ensuring PS146 compliance</i> • <i>organisational procedures for working with specialist services</i> • <i>communication and documentation requirements of specialists</i> <p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>communication</i> • <i>documentation</i> • <i>ability to assess validity and usefulness of information</i> • <i>ability to effectively work with others</i> • <i>ability to effectively manage change and integrate new information and procedure</i>
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of outsourced functions required in fund administration.</p>
<p>Context for assessment:</p> <p>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.</p>

EVIDENCE GUIDE						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP06A**Process complex superannuation benefit and/or insurance claims****Stream:****Superannuation****National Code:****FNBSUP06A****Unit Description:**

This unit describes the functions involved in receiving applications for complex superannuation benefit payment and/or insurance claims and ensuring correct funds are allocated to members. Conditions would include claims such as death or disability payment and situations of severe financial hardship.

ELEMENT	PERFORMANCE CRITERIA
1. Identify types of benefits and their processes	1. Benefit types are identified. 2. Procedures for processing benefit types are described. 3. Potential errors in processing benefit types are identified.
2. Receive applications for benefit payment and/or insurance claims	1. Applications for superannuation benefit payment and/or insurance claim are received via post or electronic means. 2. Receipt is documented according to organisational procedures. 3. Applications and/or claims and accompanying documents are checked to ensure information is complete and correct. 4. Applications are checked for eligibility. 5. Signature on application is verified with original documents.
3. Identify and manage application and/or claim errors	1. Errors and incompletions in applications and/or claims are identified. 2. Incomplete or incorrect applications and/or claims are actioned according to organisational requirements. 3. Applications and/or claims are prepared for processing when required information is obtained.
4. Assess and process applications for benefits	1. Features and differences of payment types are described. 2. Applications are checked against conditions identified in trust deed rules. 3. Additional information is sourced as required – e.g. from member, doctors, employers etc. 4. Benefit is calculated to include additional fees, charges and/or other factors, using computer system. 5. Special circumstances are managed according to organisational guidelines. 6. Taxation issues are managed according to legislation. 7. Pensions and annuities where relevant to the fund are processed according to organisational guidelines. 8. Information and calculation results are checked for integrity.

ELEMENT	PERFORMANCE CRITERIA
	<ol style="list-style-type: none"> 9. Eligible Termination Payments (ETP) and rollover documentation is issued to members, Australian Taxation Office, rollover funds, as required. 10. Application is processed in accordance with the conditions identified in the trust deed and organisational procedures. 11. Application is processed in accordance with the conditions identified in the trust deed and organisational procedures.
<p>5. Process Insurance Claims</p>	<ol style="list-style-type: none"> 1. Claim applications are checked against conditions identified in trust deed and in accordance with relevant group policies. 2. Additional information is sourced as required – e.g. from member, doctors, employers, insurers etc. 3. Trust deed is checked for defined beneficiaries. 4. Beneficiaries are communicated with as necessary. 5. Benefit is calculated to include additional fees, charges and/or other factors, using computer system. 6. Results of calculation are checked. 7. Claim is processed in accordance with the conditions identified in the trust deed, relevant legislation and organisational procedures.
<p>6. Provide member communications</p>	<ol style="list-style-type: none"> 1. Statements and claim correspondence are provided according to organisational guidelines and compliance requirements. 2. Processes and outcomes of application/claim are documented in member files. 3. Instruction for complaints is provided as required. 4. Positive relations are maintained with clients as much as possible.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Where receiving and processing benefit applications and / or insurance claims is the primary function of the work role or is one element of a varied work role.</i>
Benefit types	<p>Benefit types may include:</p> <ul style="list-style-type: none"> • <i>Eligible Termination Payments</i> • <i>Pensions</i> • <i>Rollover funds</i> • <i>Death benefits</i> • <i>Disablement benefits</i> • <i>Compassionate</i> • <i>Resignation</i> • <i>Retirement</i> • <i>Divorce</i> • <i>Income protection</i> • <i>Severe financial hardship</i>
Errors and / or incompletions in documentation	<p>Errors and / or incompletions in documentation may include:</p> <ul style="list-style-type: none"> • <i>Member information is illegible or missing</i> • <i>Signature is missing</i> • <i>Claim documentation is inconsistent or incomplete</i> • <i>Member information does not correlate with fund records</i> • <i>Insufficient detail given</i>
Actioned	<p>Actioned may include:</p> <ul style="list-style-type: none"> • <i>Applications are returned</i> • <i>Further information is sought</i>
Special circumstances	<p>Special circumstances may include:</p> <ul style="list-style-type: none"> • <i>Severe financial hardship</i> • <i>Compassionate grounds</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentations and filing procedures</i> • <i>Legislative requirements</i>
Conditions identified in trust deed	<p>Conditions identified in trust deed may include:</p> <ul style="list-style-type: none"> • <i>Fund guidelines</i> • <i>Details of policy taken by member</i> • <i>Relevant legislation</i> • <i>Conditions for benefit payment</i> • <i>Binding or non-binding nominations</i>
Beneficiaries	<p>Beneficiaries may include:</p> <ul style="list-style-type: none"> • <i>Current or ex-spouse</i> • <i>Non-custodial children</i> • <i>Custodial children</i> • <i>Children who are minors</i> • <i>Financial dependant/s</i> • <i>Legal personal representative</i> • <i>Beneficiaries as identified by local State legislation</i>

EVIDENCE GUIDE**Critical aspects of evidence will include:**

- *ability to test and assess the integrity of information*
- *knowledge of the steps involved in the benefit payment process*
- *ability to source and interpret information required to process benefits*
- *ability to establish special circumstances and make informed recommendations about benefit payments*
- *ability to refer highly complex cases*
- *knowledge of required paperwork accompanying the processing of ETP payments*
- *ability to calculate payments using computer programs*
- *ability to calculate taxation requirements for benefit payments using computer programs*
- *ability to identify, source and interpret required information to process benefits for Lump Sum Payments, Death Claims and Disablement Claims*
- *ability to assess and determine benefit entitlements for ETP, Death and Disability claims using computer programs*
- *ability to identify taxation elements accompanying different benefit payment options*
- *knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation*
- *ability to communicate and document proceedings*

Interdependent assessment of units:

This unit may be assessed independently or in conjunction with other superannuation units.

EVIDENCE GUIDE

Underpinning knowledge includes:

- *company policies, objectives and guidelines*
- *Government Member Benefit Protection rules*
- *Preservation Rules (before and after July 1999)*
- *taxation requirements for ETPs under the Income Tax Assessment Act*
- *components of a superannuation ETP*
- *documentation requirements of a superannuation ETP*
- *taxation requirements and deductions for payments*
- *procedures for monitoring pension and annuity payments*
- *taxation requirements for total and permanent disablement benefits*
- *taxation for death*
- *taxation requirements for Salary Continuance payments*
- *Reasonable Benefit Limits (RBL) regulations and impacts on taxation*
- *procedures for calculating and processing benefits*
- *procedures for assessing insurance claims and calculating and processing benefit payments*
- *documentation requirements for processing Death and Disability payments*
- *regulations and legislation applying to payments*
- *internal and Superannuation Complaints Tribunal complaints procedures*

Underpinning skills to be demonstrated may include:

- *communication*
- *research and documentation*
- *numeracy and literacy*
- *decision making and problem solving*
- *ability to use comparative analysis*
- *PC based computer applications (word processing, spreadsheet, database, superannuation specific software etc.)*
- *ability to assess validity and usefulness of information*

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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.

EVIDENCE GUIDE						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a comprehensive range of functions required in processing complex benefits and insurance claims.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP07A**Undertake effective communications with clients and handle complaints****Stream:****Superannuation****National Code:****FNBSUP07A****Unit Description:**

This unit describes the functions involved in effectively communicating with clients to meet their information needs and handling complaints through internal complaints procedure and/or the Superannuation Complaints Tribunal.

ELEMENT	PERFORMANCE CRITERIA
1. Undertake effective communication with clients	1. Client contact is received/initiated according to organisational guidelines. 2. Client records are accessed to review client history. 3. Interpersonal skills are used to build and maintain positive relationships. 4. Client information needs are established.
2. Provide information to clients	1. Information is accessed from established sources. 2. Benefit quotes are provided as required. 3. Required information is provided promptly. 4. Information is provided according to Australian Securities and Investments Commission (ASIC) guidelines. 5. Appropriate referral is made when client requires financial planning advice or information/advice outside area of authority. 6. All communications adhere to Privacy Act requirements.
3. Handle client difficulties and complaints	1. Client difficulty and/or complaint is clearly established. 2. Required action is identified and discussed with the client. 3. Difficulty and/or complaint is referred to appropriate personnel if cannot be easily responded to. 4. Conflict resolution methods are used to resolve difficulty/complaint in a manner that maintains relationship. 5. Client interaction is documented according to organisational guidelines.
4. Implement quality assurance procedures	1. Organisational procedures are followed. 2. Client details are established and maintained in accordance with organisational requirements. 3. System and process checks are implemented and any irregularities identified. 4. Any irregularities are corrected or communicated to appropriate personnel.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Enquiries and communication requirements are of a general and routine nature.</i>
Clients	<p>Clients may include:</p> <ul style="list-style-type: none"> • <i>Members</i> • <i>Employers</i> • <i>Beneficiaries and contingent beneficiaries</i> • <i>Potential members</i> • <i>Potential employers</i> • <i>Other stakeholders</i>
Interpersonal skills	<p>Interpersonal skills may include:</p> <ul style="list-style-type: none"> • <i>Establishing rapport</i> • <i>Acknowledging requirements</i> • <i>Checking understanding</i> • <i>Verbal / written communication</i> • <i>Follow up</i>
Client information needs	<p>Client information needs may include:</p> <ul style="list-style-type: none"> • <i>Benefit quotes</i> • <i>Statement balances</i> • <i>Updating of records (eg change of personal details)</i> • <i>Details of fund services</i> • <i>General information about fund administration</i> • <i>Communication procedure</i> • <i>details of investment strategy options</i>
Established sources	<p>Established sources may include:</p> <ul style="list-style-type: none"> • <i>Supervisory / specialist staff</i> • <i>Organisational documentation</i> • <i>Database information</i> • <i>Information resources provided by the organisation</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Organisational procedures	Organisational procedures may include: <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentation and filing procedures</i>
ASIC guidelines	ASIC guidelines include: <ul style="list-style-type: none"> • <i>ASIC guidelines as defined in PS146 and subsequent updates</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>ability to follow procedure</i> • <i>ability to establish information needs</i> • <i>interpersonal skills</i> • <i>ability to source required information</i> • <i>ability to refer enquiries when required</i> • <i>ability to effectively handle difficult client interactions and /or complaints</i> • <i>ability to communicate details of fund services and procedures</i> • <i>computer skills</i> • <i>ability to liaise with members and/ or employers to source information and answer enquiries related to member contributions and accounts</i> • <i>knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>documentation skills</i> • <i>communication skills</i> • <i>ability to use and maintain database systems</i> • <i>ability to implement and monitor organisational quality assurance measures and practices</i>
<p>Interdependent assessment of units:</p> <p>This unit may be assessed independently or in conjunction with other superannuation units.</p>

EVIDENCE GUIDE
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • <i>company policies, procedures, objectives and guidelines</i> • <i>ASIC guidelines for providing information</i> • <i>relevant Acts and regulations, legislative and code of practice requirements</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>a wide range of information sources and research techniques</i> • <i>details of fund products and services</i> • <i>organisational information, documentation and communication systems</i> • <i>knowledge of how superannuation funds are managed and paid as benefits</i>
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>communication and interpersonal skills</i> • <i>ability to access, use and communicate information</i> • <i>PC based computer applications (word processing, spreadsheet, database etc.)</i> • <i>ability to handle conflict</i> • <i>organisational skills</i>
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of functions required in fund administration processes.</p>
<p>Context for assessment:</p> <p>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.</p>

EVIDENCE GUIDE						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP08A**Assist in meeting superannuation compliance requirements****Stream:****Superannuation****National Code:****FNBSUP08A****Unit Description:**

This unit describes the functions involved in assisting the organisation to meet compliance requirements relevant to superannuation and the type of fund.

ELEMENT	PERFORMANCE CRITERIA
1. Identify compliance requirements	1. The roles of compliance regulatory bodies are identified. 2. The implications of compliance and non-compliance are explained. 3. Legislation and regulations determining compliance are identified and described. 4. The reporting requirements of relevant legislation are identified.
2. Assist in compliance audits as required	1. Information for annual review and compliance reports is provided in a timely manner. 2. External auditors are provided with required information. 3. Collation of information is provided to enable statutory returns to be prepared for submission to APRA and the ATO as required. 4. Documents and records are stored according to regulatory requirements.
3. Provide support to assist in ensuring compliance requirements are met	1. Documentation is reviewed to ensure that compliance requirements are met. 2. Member communications are reviewed to ensure that compliance requirements are met. 3. Organisational procedures and guidelines for ensuring compliance are followed. 4. Irregularities are reported promptly to appropriate personnel. 5. Work is conducted in accordance with legislative requirements. 6. New compliance requirements are integrated into work practices as required.
4. Prepare information for statutory reports	1. Organisational guidelines for preparing information for statutory reports are identified. 2. Requirements for taxation returns and statutory reports are identified.

ELEMENT	PERFORMANCE CRITERIA
	3. Compliance requirements for ATO are identified. 4. Information is prepared in accordance with regulatory and organisational guidelines. 5. Information is forwarded to relevant internal and/or external parties.
5. Implement quality assurance practices	1. Organisational quality assurance practices are identified and recommendations for improvement are made. 2. Member documentation is maintained in accordance with organisational requirements. 3. System and process checks are implemented and any irregularities identified. 4. Consequences of incorrect processing of contributions or benefits and other member information are identified and explained. 5. Work is conducted in accordance with relevant legislation and regulations. 6. Best practice standards are identified and incorporated into work practice. 7. Training and professional development are undertaken to maintain currency and develop skills.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	Work contexts where this unit may apply include: <ul style="list-style-type: none"> • <i>Where compliance practices are conducted across all work functions.</i>
Regulatory bodies	Regulatory bodies may include: <ul style="list-style-type: none"> • <i>Australian Prudential Regulation Authority (APRA)</i> • <i>Australian Taxation Office (ATO)</i> • <i>Australian Securities and Investments Commission (ASIC)</i> • <i>Superannuation Complaints Tribunal (SCT)</i>
Legislation and Regulations determining compliance	Legislation and regulations determining compliance may include: <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>The Financial Services Reform Act 2001 (FSRA)</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Corporations Act 2001</i> • <i>The Income Tax Assessment Act 1936</i> • <i>Superannuation Guarantee (Administration) Act (SGAA) 1992</i> • <i>The Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Retirement Savings Account Act 1997</i> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i> • <i>The Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i> • <i>Trustee Acts or Trust Acts in each State and Territory</i> • <i>Industrial legislation</i> • <i>Stamp Duty legislation</i> • <i>Trade Practices legislation</i> • <i>Other relevant State and Federal legislation</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentations and filing procedures</i> • <i>Legislative requirements</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Statutory reports	<p>Statutory reports may include:</p> <ul style="list-style-type: none"> • <i>End of year tax returns</i> • <i>Monthly Reasonable Benefits Limit (RBL) reports</i> • <i>Lost member reports</i> • <i>Monthly Pay As You Go (PAYG) reports</i> • <i>Australian Prudential Regulation Authority (APRA) quarterly statements</i> • <i>Surcharge details</i> • <i>Contributions and benefits tax</i> • <i>Unclaimed monies</i>
Requirements for taxation returns and statutory reports	<p>Requirements for taxation returns and statutory reports may include:</p> <ul style="list-style-type: none"> • <i>Return dates</i> • <i>Specific details</i> • <i>Supplementary reports</i> • <i>Financial statements</i> • <i>Supporting evidence</i> • <i>Signatures</i>

EVIDENCE GUIDE

Critical aspects of competency:

Competency must be demonstrated in the ability to effectively meet compliance requirements. In particular, the assessor should look to see that the candidate can:

- *test and assess the integrity of information*
- *comply with company policies and guidelines, industry codes of practice and relevant legislation*
- *identify relevant regulatory bodies and legislation*
- *describe the consequences of non-compliance*
- *prepare documentation according to compliance requirements*
- *prepare member communications according to compliance requirements*
- *prepare information for statutory returns*
- *identify new compliance requirements and integrate them into work practices*
- *adjust to industry change*

Interdependent assessment of units:

This unit should be assessed in conjunction with other superannuation units.

Underpinning knowledge includes:

- *features, compliance and reporting requirements of the Superannuation Industry (Supervision) (SIS) Act, Taxation Act and other relevant legislation*
- *timeframe requirements for compliance reports*
- *compliance responsibilities for fund administrators*
- *industry information sources on compliance changes*
- *professional conduct standards such as those covering disclosure, insider trading, false and misleading conduct*
- *hierarchy of Federal and State courts*
- *features and obligations of trusts*
- *legal implications of trust deeds and contracts*
- *relationship between duties, rights, powers, liabilities and remedies*
- *role, rights and responsibilities of trustees in compliance*
- *circumstances in which advice should be sought*
- *relationship between actuary / auditor and trustee under SIS*
- *requirements and procedure for preparing statutory reports and taxation returns*
- *procedure for obtaining information on financial transactions, lost member records, surcharge, contributions and benefits*
- *timing requirements for the lodgement of statutory reports*
- *Privacy Act obligations*
- *fraud deterrence practices*

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>communication</i> • <i>high level analytical and interpretative skills</i> • <i>research and documentation</i> • <i>numeracy and literacy</i> • <i>decision making and problem solving</i> • <i>ability to use comparative analysis</i> • <i>report writing</i> • <i>PC based computer applications (word processing, spreadsheet, database, superannuation specific software, accounting systems etc.)</i> • <i>ability to assess validity and usefulness of information</i> • <i>ability to effectively manage change and integrate new information and procedure</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of functions required in fund administration processes.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP09A**Work within a defined benefit fund****Stream:****Superannuation****National Code:****FNBSUP09A****Unit Description:**

This unit describes the functions and required knowledge involved in fund administration procedures in a defined benefit fund.

ELEMENT	PERFORMANCE CRITERIA
1. Explain the design of defined benefit funds	<ol style="list-style-type: none"> 1. The features, advantages and disadvantages of defined benefit funds are identified and described. 2. Eligibility conditions affecting defined benefit funds are explained. 3. Issues associated with pensions and lump sums are identified and explained. 4. Influences on fund and benefit design are explained. 5. Funding options for defined benefit funds are described. 6. Regulations and legislation determining compliance in defined benefit funds are identified.
2. Process contributions to defined benefit funds	<ol style="list-style-type: none"> 1. The role of the actuary is described. 2. Rules guiding compulsory payments into defined benefit funds are identified. 3. The role of employers in funding defined benefit funds is explained. 4. Contributions are received and processed according to requirements of defined benefit fund. 5. Rules guiding investment of funds in a defined benefit fund are explained.
3. Process payment of benefits in a defined benefit fund	<ol style="list-style-type: none"> 1. The role of the actuary is described. 2. Options for benefit payment in defined benefit funds are described. 3. Processes of determining pension and other benefits are described. 4. Benefit is calculated to include additional fees, charges and/or other factors, using organisational system. 5. Benefits and pensions are processed according to the requirements of the defined benefit fund. 6. Beneficiaries are communicated with according to organisational guidelines.
4. Process and maintain documentation and records according to defined benefit fund requirements	<ol style="list-style-type: none"> 1. All transactions are correctly documented in member records. 2. Statements and receipts are prepared and issued to members according to organisational guidelines. 3. Member records are maintained to ensure currency and accuracy.

ELEMENT	PERFORMANCE CRITERIA
	4. Certificates, benefit information and taxation information are generated and provided according to legislative requirements.
5. Implement quality assurance procedures	1. Organisational procedures are followed. 2. Member details are established and maintained in accordance with organisational requirements. 3. System and process checks are implemented and any irregularities identified. 4. Consequences of incorrect processing of contributions and benefits are identified and explained. 5. Any irregularities are corrected or communicated to appropriate personnel.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	Work contexts where this unit may apply include: <ul style="list-style-type: none"> • <i>Wide range of fund administration functions is conducted within a defined benefit fund.</i>
Influences on fund and benefit design	Influences on fund and benefit design may include: <ul style="list-style-type: none"> • <i>Employer cost</i> • <i>Contributory verses non-contributory</i> • <i>Variable contributions</i> • <i>Market competition</i> • <i>Member investment choice</i> • <i>Job mobility</i> • <i>Retirement patterns</i> • <i>Employee relations</i> • <i>Salary definitions</i> • <i>Use of salary for calculation of benefits</i>
Legislation and Regulations determining compliance	Legislation and regulations determining compliance may include: <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>The Financial Services Reform Act 2001 (FSRA)</i> • <i>Corporations Act 2001</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>The Income Tax Assessment Act 1936</i> • <i>Superannuation Guarantee (Administration) Act (SGAA) 1992</i> • <i>The Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Retirement Savings Account Act 1997</i> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i> • <i>The Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i> • <i>Trustee Acts or Trust Acts in each State and Territory</i> • <i>Industrial legislation</i> • <i>Stamp Duty legislation</i> • <i>Trade Practices legislation</i> • <i>Other relevant State and Federal legislation</i>
Funding options	<p>Funding options may include:</p> <ul style="list-style-type: none"> • <i>Pay as you go</i> • <i>Single lump sum</i> • <i>Equal contributions per employee</i> • <i>Contributions based on liability</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentation and filing procedures</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Beneficiaries	<p>Beneficiaries may include:</p> <ul style="list-style-type: none"> • <i>Current or ex-spouse</i> • <i>Non-custodial children</i> • <i>Custodial children</i> • <i>Children who are minors</i> • <i>Financial dependant/s</i> • <i>Legal personal representative</i> • <i>Beneficiaries as identified by local State legislation</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>ability to test and assess the integrity of information</i> • <i>knowledge of the steps involved in the benefit payment process</i> • <i>ability to source and interpret information required to process benefits</i> • <i>high level research skills</i> • <i>ability to interpret trust deed conditions</i> • <i>ability to establish special circumstances and make informed recommendations about benefit payments</i> • <i>ability to refer highly complex cases</i> • <i>ability to calculate payments using computer programs</i> • <i>ability to calculate taxation requirements for benefit payments using computer programs</i> • <i>ability to identify, source and interpret required information to process benefits for Lump Sum Payments, Death Claims and Disablement Claims</i> • <i>ability to assess and determine benefit entitlements for Eligible Termination Payments, Death and Disability claims using computer programs</i> • <i>ability to identify taxation elements accompanying different benefit payment options</i> • <i>computer skills</i> • <i>knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>documentation skills</i> • <i>ability to accurately process contributions and benefits</i> • <i>ability to process insurance claims according to organisational guidelines and relevant legislation</i>
<p>Interdependent assessment of units:</p> <p>This unit may be assessed independently or in conjunction with other superannuation units.</p>

EVIDENCE GUIDE**Underpinning knowledge includes:**

- *historical development of Australia's retirement income system*
- *features, advantages and disadvantages of accumulation and defined benefit funds*
- *taxation implications of defined benefit funds*
- *relevant legislation*
- *the impact of legislation on Defined Benefit Funds*
- *issues associated with pensions and lump sums*
- *influences affecting the choice of design of funds and benefits*
- *the role of employers and members in contributions made to defined benefit funds*
- *advantages and disadvantages of different methods of contributing to defined benefit funds*
- *role of actuaries in determining payment of benefits*
- *formulas used to calculate defined benefits*
- *calculation of notional surchargeable contribution factor (NSCF)*
- *factors affecting retirement benefit design*
- *different types of retirement benefits and eligibility*
- *how commutation of pensions work*
- *issues concerning contributions surcharge and benefit payouts*
- *effect of death and disability on defined benefits*
- *affect of resignation, dismissal and redundancy on defined benefits*
- *affect of part-time and casual employees and leave on defined benefits*
- *special provisions relating to public sector defined benefits funds*
- *affect and use of actuarial tools – compound interest and probability*
- *legal requirements for actuarial investigations of defined benefit funds*
- *implications and procedure for actuarial investigations*
- *process for calculating the value of future liabilities, the valuation of assets and the establishment of the contribution rate*
- *process and implications of transfer between superannuation funds*
- *process and implications of changing fund structures*
- *application of Privacy legislation*
- *fraud deterrence practices*

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>documentation</i> • <i>interpretation of trust deeds</i> • <i>PC based computer applications (word processing, spreadsheet, database etc.)</i> • <i>organisational skills</i> • <i>literacy skills</i> • <i>ability to analyse, interpret and report results from actuarial investigations</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a wide representative range of functions required in administration processes for a Defined Benefit Fund.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP10A**Administer retirement income streams****Stream:****Superannuation****National Code:****FNBSUP10A****Unit Description:****This unit describes the functions and required knowledge involved in the administration of retirement income streams.**

ELEMENT	PERFORMANCE CRITERIA
1. Explain the features and processes of retirement income streams	<ol style="list-style-type: none"> 1. The main types of income streams are identified. 2. Conditions of retirement income streams are described. 3. The features, advantages and disadvantages of the main retirement income streams are identified and described. 4. The taxation, payment and social security requirements and considerations of income streams are identified and described. 5. Procedures for processing income streams are identified. 6. Regulations and legislation determining compliance of retirement income streams are identified.
2. Process payments for retirement income streams	<ol style="list-style-type: none"> 1. New accounts are established and checked for eligibility. 2. Payments are received via post, person, phone or electronic transfer. 3. Payments and accompanying documents are checked to ensure information is complete and correct. 4. Further information is attained as required. 5. Data is entered and policy activated according to organisational procedures. 6. Documentation is filed according to organisational procedures. 7. Payments are prepared and banked according to organisational procedures. 8. Policy documents and confirmation are sent to member.
3. Process retirement income benefits	<ol style="list-style-type: none"> 1. Payment is prepared and processed according to conditions of member contract and organisational guidelines. 2. Benefit is calculated to include additional fees, taxation, surcharge debt and/or other factors, using computer system. 3. Documentation is prepared and checked according to organisational guidelines. 4. Payment is checked for delivery to member.

ELEMENT	PERFORMANCE CRITERIA
<p>4. Process and maintain documentation and records</p>	<p>5. All transactions are correctly documented in member records.</p> <p>6. Statements and receipts are prepared and issued to members according to organisational guidelines.</p> <p>7. Member records are maintained to ensure currency and accuracy.</p> <p>8. Pension payments are maintained and regularly reviewed.</p> <p>9. The annual review processes are identified and implemented.</p> <p>10. Certificates, benefit information and taxation information are generated and provided according to legislative requirements.</p>
<p>5. Process commutations</p>	<p>1. Requests for withdrawals are received and documented according to organisational procedures.</p> <p>2. Information provided is checked for accuracy and completion.</p> <p>3. Withdrawal requests are processed according to organisational procedures.</p> <p>4. Records are updated.</p>
<p>6. Respond to member enquiries regarding retirement income as required</p>	<p>1. Member enquiries are treated professionally and in accordance with organisational customer service standards.</p> <p>2. Required information is provided to meet general member enquiries.</p> <p>3. Complex enquiries are referred to appropriate personnel.</p> <p>4. Information is provided according to organisational and legislative requirements.</p>
<p>7. Follow quality assurance procedures</p>	<p>1. Organisational procedures are followed.</p> <p>2. Member details are established and maintained in accordance with organisational requirements.</p> <p>3. System and process checks are implemented and any irregularities identified.</p> <p>4. Consequences of incorrect processing of contributions and benefits are identified and explained.</p> <p>5. Any irregularities are corrected or communicated to appropriate personnel.</p>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Wide range of retirement income administration functions is conducted within the workplace.</i> <p>The workplace may be:</p> <ul style="list-style-type: none"> • <i>A type of superannuation fund</i> • <i>A life assurance company or other financial institution</i>
Main types of income streams	<p>Main types of income streams include:</p> <ul style="list-style-type: none"> • <i>Complying and non-complying pensions and annuities –</i> <p>These may be:</p> <ul style="list-style-type: none"> • <i>Lifetime pensions/annuities</i> • <i>Fixed term pensions/annuities</i> • <i>Allocated pensions/annuities</i>
Legislation and Regulations determining compliance	<p>Legislation and regulations determining compliance may include:</p> <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>The Financial Services Reform Act 2001 (FSRA)</i> • <i>Corporations Act 2001</i> • <i>The Income Tax Assessment Act 1936</i> • <i>The Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i> • <i>The Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i> • <i>Trustee Acts or Trust Acts in each State and Territory</i> • <i>Industrial legislation</i> • <i>Stamp Duty legislation</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Trade Practices legislation</i> • <i>Other relevant State and Federal legislation</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal and external communications</i> • <i>Codes of practice</i> • <i>Documentation and filing procedures</i>
General member enquiries	<p>General member enquiries may include:</p> <ul style="list-style-type: none"> • <i>Date of payment</i> • <i>Balance of account</i> • <i>Change of personal details</i> • <i>Product rules and options</i> • <i>Schedules</i>

EVIDENCE GUIDE**Critical aspects of evidence will include:**

- *ability to describe how superannuation pensions and immediate annuities work*
- *ability to detail the particular features of the different types of pensions and annuities*
- *ability to explain how pensions and annuities are taxed*
- *ability to test and assess the integrity of information*
- *knowledge of the steps involved in processing of incoming payments for income streams, and the payment to individuals of retirement income streams*
- *ability to source and interpret information required to process benefits*
- *high level research skills*
- *ability to interpret retirement income stream conditions*
- *ability to refer highly complex cases*
- *ability to identify taxation elements accompanying different benefit payment options*
- *computer skills*
- *knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation*
- *documentation skills*
- *ability to accurately process incoming payments and outgoing benefits.*

Interdependent assessment of units:

This unit may be assessed independently or in conjunction with other superannuation units.

EVIDENCE GUIDE
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • <i>historical development of Australia's retirement income system</i> • <i>features, advantages and disadvantages of retirement income stream options</i> • <i>taxation implications of retirement income stream options</i> • <i>relevant legislation</i> • <i>the impact of legislation on retirement income stream options</i> • <i>issues associated with retirement income stream options</i> • <i>influences affecting the choice of retirement income stream options</i> • <i>the role of employers and members in retirement income stream options</i> • <i>formulas used to calculate defined benefits</i> • <i>how commutation of pensions works</i> • <i>issues concerning contributions surcharge and benefit payouts</i> • <i>effect of death and disability on retirement income stream options</i> • <i>process and implications of transfer between superannuation funds</i> • <i>process and implications of changing fund structures</i> • <i>Privacy Act obligations</i> • <i>fraud deterrence practices</i> •
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>documentation</i> • <i>interpretation of information</i> • <i>PC based computer applications (word processing, spreadsheet, database etc.)</i> • <i>organisational skills</i> • <i>literacy skills</i>
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a wide representative range of functions required in administration processes for an organisation which pays income streams.</p>

EVIDENCE GUIDE						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP11A**Establish and customise complex employer accounts****Stream:** Superannuation**National Code:** FNBSUP11A**Unit Description:** This unit describes the functions involved in setting up accounts for corporate clients of Master Trusts and complex clients within Industry Funds, using a computerised information management system/database.

ELEMENT	PERFORMANCE CRITERIA
1. Obtain information for new employer records	1. Comprehensive briefing of details for new employer record is obtained from field representative / employer relationship manager. 2. Information is checked for completion and accuracy. 3. Further details required are obtained from fund representative or employer, as required.
2. Set up new file for employer	1. Data is entered into organisational information system. 2. New employer file is activated. 3. Employer contribution mechanism is established. 4. Details of schedules/exceptions, rules, insurance details and categories are entered.
3. Set up account systems	1. Insurance arrangements are set up as required. 2. Details of account options are entered. 3. Facility for bulk load transfers is established if required.
4. Implement quality assurance procedures	1. Organisational procedures are followed. 2. Employer details are established and maintained in accordance with organisational requirements. 3. Consequences of incorrect employer documentation are identified and explained. 4. Data entry is checked according to organisational procedures.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>When establishing employer records is done under the supervision of an employer relationship manager or field representative.</i>
Employer details	<p>Employer details may include:</p> <ul style="list-style-type: none"> • <i>Employer contact details</i> • <i>Member details</i> • <i>Contribution balances</i> • <i>Historical information</i> • <i>Funds allocation requirements</i> • <i>IT systems</i> • <i>HR systems</i> • <i>Vesting arrangements</i> • <i>Applicable insurance</i> • <i>Reinsurance details</i> • <i>Other special circumstances</i>
Inconsistencies	<p>Inconsistencies may include:</p> <ul style="list-style-type: none"> • <i>Personal details do not correspond</i> • <i>Contribution changes</i> • <i>Employment changes</i> • <i>Incompleted documents</i> • <i>Missing data</i>
Contribution mechanism	<p>Contribution mechanism may include:</p> <ul style="list-style-type: none"> • <i>Process for financial transaction</i> • <i>Process for communication</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentation and filing procedures</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>ability to follow procedure</i> • <i>ability to establish information needs</i> • <i>ability to source required information</i> • <i>ability to check and store information</i> • <i>computer skills</i> • <i>literacy skills</i> • <i>knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>documentation skills</i> • <i>ability to use and maintain database systems</i> • <i>able to use computer system to calculate and allocate interest, administration charges and insurance premiums</i> • <i>ability to implement and monitor organisational quality assurance measures and practices</i>
<p>Interdependent assessment of units:</p> <p>This unit may be assessed independently or in conjunction with other superannuation units.</p>
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • <i>company policies, procedures, objectives and guidelines</i> • <i>information technology system procedures for documentation</i> • <i>organisational information, documentation and communication systems</i> • <i>required information to establish comprehensive employer profile</i> • <i>IT procedures for establishing transaction systems</i> • <i>Information requirements for establishing vesting arrangements, non-preserved money fund options and insurance arrangements</i> • <i>Privacy Act obligations</i> • <i>fraud deterrence practices</i>
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>documentation</i> • <i>ability to access and use information</i> • <i>PC based computer applications (word processing, spreadsheet, database etc.)</i> • <i>organisational skills</i> • <i>literacy skills</i> • <i>ability to check data integrity</i> • <i>ability to conduct further research as required</i>

EVIDENCE GUIDE						
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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.						
Consistency in performance: Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a comprehensive range of functions required in establishing employer records.						
Context for 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.						
Key competencies: Utilisation of the key competencies in the performance of this unit. Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP12A**Participate in the implementation of quality assurance and fund review practices****Stream:****Superannuation****National Code:****FNBSUP12A****Unit Description:****This unit describes the functions involved in conducting quality checks and fund reviews.**

ELEMENT	PERFORMANCE CRITERIA
1. Conduct data integrity checks	1. Data input is checked regularly for completeness and correctness. 2. Systems and database programs are reviewed for efficiency and accuracy 3. Member statements and records are sampled for correctness.
2. Participate in fund review processes according to organisational guidelines	1. Data is collected and verified according to organisational guidelines. 2. Fund records are reconciled according to organisational guidelines. 3. Fund financial statements are prepared and audited according to organisational guidelines. 4. Member records are reviewed, updated and benefits calculated according to organisational guidelines. 5. Review findings are provided to members / trustees / actuary / auditor / insurer as required according to organisational guidelines.
3. Communicate review findings	1. Reports are provided to trustee. 2. Reports are provided to insurers. 3. Reports are provided to actuaries when required. 4. Reports are provided for annual report. 5. Member statements are prepared for distribution.

ELEMENT	PERFORMANCE CRITERIA
4. Implement quality assurance practices	<ol style="list-style-type: none"> 1. Organisational quality assurance practices are identified and recommendations for improvement are made. 2. Member documentation is maintained in accordance with organisational requirements. 3. System and process checks are implemented and any irregularities identified. 4. Consequences of incorrect processing of contributions or benefits are identified and explained. 5. Any irregularities are corrected or communicated to appropriate personnel. 6. Work is conducted in accordance with relevant legislation and regulations. 7. Best practice standards are identified and incorporated into work practice. 8. Training and professional development are undertaken to maintain currency and develop skills.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	Work contexts where this unit may apply include: <ul style="list-style-type: none"> • <i>Where quality assurance practices are one element of a varied work role.</i>
Fund Financial statements	Fund Financial statements may include: <ul style="list-style-type: none"> • <i>Investment earnings.</i> • <i>Reserve funds</i> • <i>Assets and liabilities</i>
Reports provided to trustees	Reports provided to trustees may include: <ul style="list-style-type: none"> • <i>Summary of member benefits, contributions and insurance details</i> • <i>A reconciliation of contributions</i> • <i>Audited accounts for the previous review period</i> • <i>Outstanding contributions</i> • <i>Members' movement details (new members / member withdrawals)</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Report on the operation of the fund</i>
Reports provided to insurers	<p>Reports provided to insurers may include:</p> <ul style="list-style-type: none"> • <i>Members' name, age, sex and salary details</i> • <i>Summary of members' insured death and disablement benefits.</i> • <i>Any outstanding medical evidence.</i>
Reports provided to actuaries	<p>Reports provided to actuaries may include:</p> <ul style="list-style-type: none"> • <i>The trust deed and all amendments to the deed</i> • <i>Details of all members who belong to the fund</i> • <i>Details of all investments</i> • <i>A copy of previous actuarial reports</i> • <i>Copies of all relevant correspondence</i> • <i>Copy of fund's financial statements</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentations and filing procedures</i> • <i>Legislative requirements</i> • <i>Annual review procedures</i>

EVIDENCE GUIDE

Critical aspects of competency:

Competency must be demonstrated in the ability to effectively implement quality assurance practices and annual fund review. In particular, the assessor should look to see that the candidate can:

- *test and assess the integrity of information*
- *describe the major features of Australian Accounting Standard no.25 (AAS 25)*
- *conduct annual fund review*
- *generate documentation required for annual review*
- *comply with company policies and guidelines, industry codes of practice and relevant legislation*
- *identify and conduct quality assurance work practices*
- *participate in professional development activities*
- *develop and undertake best practice standards*

Interdependent assessment of units:

This unit may be assessed independently or in conjunction with other superannuation units.

Underpinning knowledge includes:

- *company policies, objectives and guidelines*
- *purpose and process of the annual review*
- *documentation requirements from annual review*
- *definitions of categories listed in the chart of accounts*
- *features and requirements of Australian Accounting Standard no.25*
- *reporting alternatives for defined benefit funds and accumulation funds*
- *capital gains taxation requirements*
- *features and auditing requirements of the Superannuation Industry (Supervision) Act*
- *Information requirements for financial statements from members, employers, trustees, fund administrators, trade unions, investors, taxpayers*
- *methodology for determining asset value and unit pricing*
- *Privacy Act obligations*
- *fraud deterrence practices*

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>communication</i> • <i>high level analytical</i> • <i>research and documentation</i> • <i>numeracy and literacy</i> • <i>decision making and problem solving</i> • <i>ability to use comparative analysis</i> • <i>PC based computer applications (word processing, spreadsheet, database, superannuation specific software, accounting systems etc.)</i> • <i>ability to assess validity and usefulness of information</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of functions required in fund administration processes.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP13A**Supervise work within the superannuation industry****Stream:****Superannuation****National Code:****FNBSUP13A****Unit Description:**

This unit describes the functions involved in providing supervision of staff and/or work practices within a defined area of responsibility, while providing superannuation services.

ELEMENT	PERFORMANCE CRITERIA
1. Communicate knowledge of Australia's superannuation system	<ol style="list-style-type: none"> 1. The Government's retirement income policy and compulsory superannuation, management of superannuation funds and regulatory requirements can be explained in detail, to others. 2. A wide range of superannuation funds can be described to others. 3. The roles and requirements of industry organisations can be described to others. 4. The role of the trustee and service providers can be described to others. 5. The features and processes of the specific fund type can be clearly described to others. 6. Research and continual professional development is conducted to stay up to date with superannuation developments.
2. Supervise work within superannuation regulatory framework	<ol style="list-style-type: none"> 1. Work practices are monitored to ensure compliance with legislation applying to the superannuation industry. 2. Client interaction is supervised to ensure adherence to advisory limitations regulated by Australian Securities and Investment Commission (ASIC). 3. Relationships are established with government information sources involved in the regulation of superannuation. 4. Work systems are established and maintained to ensure legislative guidelines are met. 5. Documentation is monitored to ensure compliance with legislative guidelines.
3. Supervise work within organisational policies, procedures and guidelines, and accepted industry codes of conduct	<ol style="list-style-type: none"> 1. Organisational policies, procedures and guidelines are communicated and reviewed for effectiveness. 2. Work conducted is monitored for compliance with organisational policies, procedures and guidelines. 3. Work practices reflect cooperation with peers in implementing organisational policies and procedures. 4. Work practices reflect cooperation with peers in promoting the philosophy and meeting the objectives of the company. 5. All work is monitored for adherence to accepted codes of conduct including those relating to:

ELEMENT	PERFORMANCE CRITERIA
	<ul style="list-style-type: none"> - <i>Maintaining confidentiality</i> - <i>Use of company property</i> - <i>Duty of care</i> - <i>Ethical behaviours</i> - <i>Non-discriminatory practices</i> - <i>Conflict of interests</i> - <i>Compliance with reasonable direction</i> - <i>Australian standards</i>
4. Assess workplace procedures	<ol style="list-style-type: none"> 1. Processes and procedures within area of responsibility are identified. 2. Workplace implementation of procedures is reviewed. 3. Implementation of procedures is assessed for efficiency in attaining organisational goals. 4. Areas for improvement in procedures are identified and recommendations made to appropriate personnel.
5. Implement organisational quality assurance procedures	<ol style="list-style-type: none"> 1. Organisational quality assurance measures are implemented. 2. Quality assurance systems are applied as required. 3. Quality assurance measures and outcomes are documented as required.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Where the role involves supervision of functions and roles within the superannuation industry.</i>
A range of superannuation funds	<p>A range of superannuation funds may include:</p> <ul style="list-style-type: none"> • <i>Corporate funds</i> • <i>Industry funds</i> • <i>Retail funds</i> • <i>Public sector funds</i> • <i>Self-managed Superannuation Funds</i> • <i>Small Australian Prudential Regulation Authority (APRA) Funds</i> • <i>Retirement Savings Accounts</i> • <i>Rollover funds</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Eligible Rollover Funds</i> • <i>Approved Deposit Funds</i> • <i>Deferred Annuities</i> • <i>Defined benefit funds</i> • <i>Accumulation funds</i>
Major industry organisations	<p>Major industry organisations includes but is not limited to:</p> <ul style="list-style-type: none"> • <i>Employers</i> • <i>Employer organisations</i> • <i>Industrial unions</i> • <i>Service providers</i> • <i>Association of Superannuation Funds of Australia Ltd (ASFA)</i> • <i>Australian Institute of Superannuation Trustees (AIST)</i> • <i>Other superannuation organisations</i> • <i>Accounting organisations</i>
Professional development	<p>Professional development may include:</p> <ul style="list-style-type: none"> • <i>Attendance at seminars / conferences</i> • <i>Reading industry journals & publications</i> • <i>Training programs</i> • <i>Coaching / mentoring etc.</i> • <i>Making presentations</i> • <i>Writing articles</i> • <i>Networking</i>
Main government bodies involved in the regulation of superannuation	<p>Main government bodies involved in the regulation of superannuation may include:</p> <ul style="list-style-type: none"> • <i>Australian Prudential Regulation Authority (APRA)</i> • <i>Australian Securities and Investments Commission (ASIC)</i> • <i>Australian Taxation Office (ATO)</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Superannuation Complaints Tribunal (SCT)</i>
Regulations and legislation applying to the superannuation industry	<p>Regulations and legislation applying to the superannuation industry may include but is not limited to:</p> <ul style="list-style-type: none"> • <i>Industry Codes of Practice</i> • <i>Superannuation Industry Supervision Act 1993 (SIS)</i> • <i>ASIC Act</i> • <i>ASIC Policy and Guidelines</i> • <i>Taxation Acts</i> • <i>Privacy Act</i> • <i>Corporations Act</i> • <i>Trust Law</i> • <i>Industrial Law</i> • <i>Family Law</i> • <i>Consumer Affairs Act</i> • <i>State and Territory Legislation</i> • <i>Social Security regulations</i> • <i>Life Act</i> • <i>Insurance Act</i> • <i>Prudential standards</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>system / computer procedures</i> • <i>best practice standards</i> • <i>regulatory requirements</i> • <i>internal communications</i> • <i>codes of practice</i> • <i>documentation and filing procedures</i> • <i>process methodology</i> • <i>occupational health & safety procedures</i> • <i>anti-discrimination policy</i>

EVIDENCE GUIDE

Critical aspects of evidence will include:

- *ability to supervise procedure and / or people*
- *ability to work with peers to implement organisational policies and procedures*
- *ability to work with government bodies to ensure compliance requirements are met*
- *ability to discuss the features of available superannuation products and services*
- *knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation*
- *communication skills*
- *ability to answer a range of questions about the form and function of the superannuation industry in Australia*
- *ability to research information on the superannuation industry*
- *involvement in professional development activities*
- *ability to identify and describe major roles in the superannuation industry*
- *ability to implement and monitor quality assurance practices*

Interdependent assessment of units:

This unit may be assessed independently or in conjunction with other superannuation units.

Underpinning knowledge includes:

- *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 funds*
- *features of main industry roles and examples of representatives*
- *a wide range of information sources and research techniques*
- *a wide range of superannuation products and services*
- *function of government bodies and representatives involved in regulating superannuation*
- *professional development activities available*
- *supervisory responsibilities in ensuring compliance within superannuation*
- *Privacy Act obligations*
- *fraud deterrence practices*
-

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>highly developed communication and interpersonal skills</i> • <i>highly developed documentation and research skills</i> • <i>ability to implement and supervise procedure</i> • <i>ability to work effectively with others</i> • <i>ability to provide leadership</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of functions required in supervising fund administration.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP14A**Implement quality systems within work area****Stream:****Superannuation****National Code:****FNBSUP14A****Unit Description:**

This unit describes the functions involved in establishing and maintaining quality practices, procedures and systems within area of work responsibility.

ELEMENT	PERFORMANCE CRITERIA
1. Conduct quality audit of work area	1. Organisational quality assurance practices are identified and reviewed for efficiency and effectiveness. 2. Quality requirements for work area are identified. 3. Practices and procedures in work area are reviewed for quality. 4. Non-conformance to quality standards is identified and recommendations are made for improvement. 5. Consequences of non-conformance to quality standards is explained and communicated in work area.
2. Establish quality systems in work area	1. Operational systems are developed to ensure quality requirements are met within work area. 2. Staff are consulted to test integrity of systems. 3. Quality assurance documentation and communication systems are developed. 4. Quality assurance systems ensure ongoing compliance.
3. Implement and maintain quality systems	1. System implementation is monitored to ensure staff acceptance. 2. Operational, documentation and communication systems are implemented and checked for viability. 3. System and process checks are conducted to ensure ongoing quality. 4. Irregularities are promptly attended to. 5. New quality requirements are integrated into work systems as required. 6. Best practice standards are identified and incorporated into work practice.
4. Support staff to implement quality systems	1. The implications of meeting and not meeting quality standards are explained. 2. The reporting requirements of quality systems are identified. 3. Training of staff is undertaken as required to ensure quality systems are adopted. 4. Training and professional development are undertaken to

ELEMENT	PERFORMANCE CRITERIA
	maintain currency and develop skills. 5. Workplace relations are fostered to create positive environment for learning and development.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	Work contexts where this unit may apply include: <ul style="list-style-type: none"> • <i>Where responsibility for quality practices is held for defined work area.</i>
Quality assurance practices	Quality assurance practices may include: <ul style="list-style-type: none"> • <i>Using Computer-based data checking programs</i> • <i>Conducting Data integrity sample checks</i> • <i>Assessing Reports</i> • <i>Conducting Briefings</i> • <i>Using Scripted methodologies</i> • <i>Using checklists</i> • <i>Using superannuation software programs</i> • <i>Training</i> • <i>Performance reviews</i> • <i>Policies and procedures</i>
Operational systems	Operational systems may include: <ul style="list-style-type: none"> • <i>Data integrity sample checks</i> • <i>Performance reviews</i> • <i>Process guidelines</i> • <i>Peer review</i> • <i>Communication systems</i> • <i>IT systems</i> • <i>supervision</i>
Communication systems	Communication systems may include: <ul style="list-style-type: none"> • <i>meetings</i> • <i>briefings</i> • <i>trainings</i> • <i>newsletters</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>manuals</i> • <i>guidelines</i> • <i>electronic systems</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentations and filing procedures</i> • <i>Legislative requirements</i> •

EVIDENCE GUIDE
<p>Critical aspects of competency:</p> <p>Competency must be demonstrated in the ability to effectively develop and implement quality systems. In particular, the assessor should look to see that the candidate can:</p> <ul style="list-style-type: none"> • <i>test and assess the integrity of information</i> • <i>comply with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>identify and describe the role of relevant regulatory bodies and legislation</i> • <i>describe the consequences of quality assurance</i> • <i>develop documentation systems to ensure quality</i> • <i>develop member communications which assist in achieving quality</i> • <i>prepare quality and performance reports</i> • <i>identify new quality requirements and integrate them into work practices</i> • <i>identify organisational goals with respect to quality standards</i> • <i>adjust to industry change</i>
<p>Interdependent assessment of units:</p> <p>This unit should be assessed in conjunction with other superannuation units.</p>

EVIDENCE GUIDE
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • <i>organisational quality standards</i> • <i>performance goals for area outcomes</i> • <i>desired outcomes of quality assurance practices</i> • <i>compliance responsibilities for fund administrator supervisors</i> • <i>industry information sources on quality assurance</i> • <i>performance management procedures and documentation requirements</i> • <i>available training sources</i> • <i>uses and available checking processes for superannuation software</i> • <i>Privacy Act obligations</i> • <i>fraud deterrence practices</i>
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>supervisory, team building skills</i> • <i>communication</i> • <i>high level analytical and interpretative skills</i> • <i>research and documentation</i> • <i>numeracy and literacy</i> • <i>decision making and problem solving</i> • <i>ability to use comparative analysis</i> • <i>PC based computer applications (word processing, spreadsheet, database, superannuation specific software, accounting systems etc.)</i> • <i>ability to assess validity and usefulness of information</i> • <i>ability to effectively manage change and integrate new information and procedure</i>
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a comprehensive range of functions required in implementing quality systems.</p>

EVIDENCE GUIDE						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP15A**Implement compliance systems within work area****Stream:****Superannuation****National Code:****FNBSUP15A****Unit Description:**

This unit describes the functions involved in establishing and maintaining compliance practices, procedures and systems within area of work responsibility.

ELEMENT	PERFORMANCE CRITERIA
1. Conduct compliance audit of work area	1. Regulations and legislation determining compliance are identified. 2. Compliance requirements for work area are identified. 3. Practices and procedures in work area are reviewed for compliance. 4. Non-compliance practices are identified.
2. Establish compliance systems in work area	1. Operational systems are developed to ensure compliance requirements are met within work area. 2. Staff are consulted to test integrity of systems. 3. Documentation and communication systems that ensure work area compliance are developed. 4. Quality assurance systems are developed to ensure ongoing compliance.
3. Implement and maintain compliance systems	1. System implementation is monitored to ensure staff acceptance. 2. Operational, documentation and communication systems are implemented and checked for viability. 3. Quality checks are implemented to ensure ongoing compliance. 4. Irregularities are promptly attended to. 5. New compliance requirements are integrated into work systems as required. 6. Areas for improvement in systems are identified through staff consultation and recommendations made to appropriate personnel.
4. Support staff to implement compliance systems	1. The roles of compliance regulatory bodies are explained to all staff. 2. The implications of compliance and non-compliance are explained. 3. Legislation and regulations determining compliance are identified and described. 4. The reporting requirements of relevant legislation are

ELEMENT	PERFORMANCE CRITERIA
	<p>identified.</p> <ol style="list-style-type: none"> 5. Training of staff is undertaken as required to ensure compliance systems are adopted. 6. Staff is supported to implement compliance systems. 7. Professional development is undertaken to maintain currency and develop skills.
<p>5. Ensure statutory reports are correctly prepared and submitted as required</p>	<ol style="list-style-type: none"> 1. Organisational guidelines for preparing statutory reports and liaising with taxation officials are made available to staff. 2. Preparation of taxation information and statutory requirements is supervised. 3. Statutory reports are checked for compliance. 4. Relationships with taxation officials are monitored. 5. Submission of statutory reports is confirmed.

RANGE OF VARIABLES	
VARIABLE	SCOPE
<p>Work contexts</p>	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Where responsibility for compliance is held for defined work area.</i>
<p>Legislation and Regulations determining compliance</p>	<p>Legislation and regulations determining compliance may include:</p> <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>The Financial Services Reform Act 2001 (FSRA)</i> • <i>Corporations Act 2001</i> • <i>The Income Tax Assessment Act 1936</i> • <i>Superannuation Guarantee (Administration) Act (SGAA) 1992</i> • <i>The Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Retirement Savings Account Act 1997</i> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>The Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i> • <i>Trustee Acts or Trust Acts in each State and Territory</i> • <i>Industrial legislation</i> • <i>Stamp Duty legislation</i> • <i>Trade Practices legislation</i> • <i>Other relevant State and Federal legislation</i>
Compliance requirements	<p>Compliance requirements may include:</p> <ul style="list-style-type: none"> • <i>Recording and reporting</i> • <i>Communication with members</i> • <i>Internal complaints procedures</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentations and filing procedures</i> • <i>Legislative requirements</i>
Statutory requirements	<p>Statutory requirements may include:</p> <ul style="list-style-type: none"> • <i>End of year tax returns</i> • <i>Monthly Reasonable Benefits Limit (RBL) reports</i> • <i>Lost member reports</i> • <i>Surcharge details</i> • <i>Contributions and benefits tax</i>

EVIDENCE GUIDE

Critical aspects of competency:

Competency must be demonstrated in the ability to effectively develop and implement compliance systems. In particular, the assessor should look to see that the candidate can:

- *test and assess the integrity of information*
- *comply with company policies and guidelines, industry codes of practice and relevant legislation*
- *identify and describe the role of relevant regulatory bodies and legislation*
- *describe the consequences of non-compliance*
- *develop documentation systems according to compliance requirements*
- *develop member communications according to compliance requirements*
- *prepare documentation and reports for regulatory and legislative bodies*
- *identify new compliance requirements and integrate them into work practices*
- *identify and check requirements for statutory returns*
- *adjust to industry change*

Interdependent assessment of units:

This unit should be assessed in conjunction with other superannuation units.

Underpinning knowledge includes:

- *Features, compliance and reporting requirements of the Superannuation Industry (Supervision) Act, Taxation Act and other relevant legislation*
- *Timeframe requirements for compliance reports*
- *Compliance responsibilities for fund administrator / supervisors*
- *Industry information sources on compliance changes*
- *Professional conduct standards such as those covering disclosure, insider trading, false and misleading conduct*
- *Hierarchy of Federal and State courts*
- *Features and obligations of trusts*
- *Legal implications of trust deeds and contracts*
- *Relationship between duties, rights, powers, liabilities and remedies*
- *Role, rights and responsibilities of trustees in compliance*
- *Circumstances in which advice should be sought*
- *Relationship between actuary / auditor and trustee under SIS*
- *Requirements and procedure for preparing statutory reports and taxation returns*
- *Procedure for obtaining information on financial transactions, lost member records, surcharge, contributions and benefits*
- *Timing requirements for the lodgement of statutory reports*
- *Fraud deterrence practices*

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>Supervisory, team building skills</i> • <i>communication</i> • <i>high level analytical and interpretative skills</i> • <i>research and documentation</i> • <i>numeracy and literacy</i> • <i>decision making and problem solving</i> • <i>ability to use comparative analysis</i> • <i>PC based computer applications (word processing, spreadsheet, database, superannuation specific software, accounting systems etc.)</i> • <i>ability to assess validity and usefulness of information</i> • <i>ability to effectively manage change and integrate new information and procedure</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a comprehensive range of functions required in implementing complaints systems.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP16A**Supervise complaints procedures****Stream:****Superannuation****National Code:****FNBSUP16A****Unit Description:**

This unit describes the functions involved in supervising the implementation of internal and external complaints procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Assess internal complaints procedures	<ol style="list-style-type: none"> 1. Processes and procedures for registering and handling complaints are identified. 2. Workplace implementation of complaints procedures is reviewed. 3. Implementation of procedures is assessed for efficiency in attaining organisational goals. 4. Areas for improvement in procedure are identified and recommendations made to appropriate personnel.
2. Ensure complaints procedures are communicated to staff and members/clients	<ol style="list-style-type: none"> 1. Documentation of complaints procedure is available to staff and or members/clients. 2. Staff and members/clients are informed of internal complaints procedure. 3. Staff and members/clients are informed of external complaints procedure. 4. All member/client complaints are referred to the internal complaints procedure.
3. Monitor and support the internal complaints procedure	<ol style="list-style-type: none"> 1. Documentation of complaints is reviewed for accuracy and completion. 2. Follow-up is initiated when further information or documentation is required. 3. Staff and/or member/client is communicated with as necessary to ensure procedure is correctly documented. 4. Staff and/or member/client is communicated with as necessary to ensure procedure is understood. 5. Conflict resolution methods are used to resolve complex complaints and/or situations when possible or referral is made to appropriate personnel. 6. Staff and/or clients/members are supported through complaints procedures. 7. Training of staff is undertaken as required to ensure complaints are handled in accordance with organisational objectives.
4. Supervise management of unresolved disputes	<ol style="list-style-type: none"> 1. Outcomes from internal complaints procedure are reviewed and investigated if required.

ELEMENT	PERFORMANCE CRITERIA
	<ol style="list-style-type: none"> 2. Unresolved complaints or disputes are identified and processed according to organisational guidelines. 3. Complainants are informed of Superannuation Complaints Tribunal (SCT) or any other external dispute body's procedure and provided with information for pursuing formal procedures. 4. Complaints documentation is checked for completion and prepared for submission to external dispute bodies as required. 5. Documentation and representation for external proceedings are provided as required.
<p>5. Ensure compliance of complaints procedures</p>	<ol style="list-style-type: none"> 1. Compliance requirements for complaints procedures are identified. 2. Internal procedures are monitored for compliance. 3. Non-compliance practices are rectified. 4. Documentation of complaints meets compliance requirements.

RANGE OF VARIABLES	
VARIABLE	SCOPE
<p>Work contexts</p>	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Where supervision of staff and or the internal complaints procedure is one function of a varied work role</i>
<p>Organisational goals</p>	<p>Organisational goals may include:</p> <ul style="list-style-type: none"> • <i>Professional service</i> • <i>Positive relationships with members</i> • <i>Minimal complaints</i> • <i>Compliance</i> • <i>Equity</i>
<p>Communication</p>	<p>Communication may be by:</p> <ul style="list-style-type: none"> • <i>Written documentation (brochures / letter)</i> • <i>Verbal interaction (by phone / in person)</i> • <i>Electronic communication</i>
<p>Appropriate personnel</p>	<p>Appropriate personnel may include:</p> <ul style="list-style-type: none"> • <i>Fund secretary</i> • <i>Trustee</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Senior management</i> • <i>Formal complaints officer</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentations and filing procedures</i> • <i>Legislative requirements</i>

EVIDENCE GUIDE
<p>Critical aspects of competency:</p> <p>Competency must be demonstrated in the ability to effectively supervise complaints procedures. In particular, the assessor should look to see that the candidate can:</p> <ul style="list-style-type: none"> • <i>test and assess the integrity of information</i> • <i>comply with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>identify and describe the role of Superannuation Complaints Tribunal</i> • <i>describe the requirements for compliance in complaints procedures</i> • <i>maintain and supervise documentation systems according to compliance requirements</i> • <i>develop member communications on complaints procedures</i> • <i>prepare documentation and reports for Superannuation Complaints Tribunal</i> • <i>effectively manage disputes</i> • <i>support staff to manage disputes</i> • <i>provide staff training in communication and handling complaints</i> • <i>communicate professionally in stressful situations</i> • <i>assess the performance of procedures</i>
<p>Interdependent assessment of units:</p> <p>This unit should be assessed in conjunction with other superannuation units.</p>

EVIDENCE GUIDE

Underpinning knowledge includes:

- features, compliance and reporting requirements of the Superannuation (Resolution of Complaints) Act 1993
- *timeframe requirements for compliance in complaints procedures*
- *compliance responsibilities for complaints documentation*
- *organisational standards and guidelines for handling complaints*
- *legal implications of non-compliance in complaints procedures*
- *Australian Securities and Investments Commission (ASIC) guidelines for providing information*
- *Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)*
- *organisational information, documentation and communication systems*
- *fraud prevention practices*

Underpinning skills to be demonstrated may include:

- *supervisory, team building skills*
- *communication*
- *high level analytical and interpretative skills*
- *research and documentation*
- *numeracy and literacy*
- *decision making and problem solving*
- *ability to use comparative analysis*
- *PC based computer applications (word processing, spreadsheet, database, superannuation specific software, accounting systems etc.)*
- *ability to assess validity and usefulness of information*
- *training*

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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.

Consistency in performance:

Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a comprehensive range of functions required in supervising complaints procedures.

Context for 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.

EVIDENCE GUIDE						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP17A**Supervise insurer liaison****Stream:****Superannuation****National Code:****FNBSUP17A****Unit Description:****This unit describes the functions involved in implementing and supervising liaison with insurance bodies.**

ELEMENT	PERFORMANCE CRITERIA
1. Establish insurer liaison	<ol style="list-style-type: none"> 1. Organisational guidelines for insurance arrangements are identified. 2. Insurance performance measures are established. 3. Tendering process is facilitated when necessary. 4. Contact is established with insurer and regular liaison maintained. 5. Insurance premiums payment details are established. 6. Procedures for processing claims are established. 7. Required paperwork is obtained. 8. Insurer is provided with information to maintain accurate member records.
2. Supervise claim procedures	<ol style="list-style-type: none"> 1. Paperwork for claim applications is prepared. 2. Personal statements, medical reports are obtained as required. 3. Performance requirements for insurer are monitored. 4. Insurer is provided with information as required in order to process claim. 5. Disputed claims are referred to internal complaints procedure.
3. Manage complex claims	<ol style="list-style-type: none"> 1. Documentation for complex claims is gathered and prepared for insurer. 2. Claim applications are checked against conditions identified in trust deed. 3. Claim beneficiaries are incorporated into claims processing procedure. 4. Claim is processed in accordance with the conditions identified in the trust deed, relevant legislation and organisational procedures. 5. Claim is processed with insurer.
4. Manage Risk	<ol style="list-style-type: none"> 1. Risk of member profile is assessed with insurer. 2. Procedures are undertaken to reduce risk in line with organisational guidelines.

ELEMENT	PERFORMANCE CRITERIA
	3. Claims documentation is assessed and reports generated for trustee. 4. Trustee decisions on claims and risk management procedures are implemented.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	Work contexts where this unit may apply include: <ul style="list-style-type: none"> • <i>Where responsibility for the fund's insurance practices is primary focus of work role.</i>
Performance requirements	Performance requirements may include: <ul style="list-style-type: none"> • <i>Response times to correspondence</i> • <i>Implementation of Follow-up</i> • <i>Claim processing times</i> • <i>Standard of service</i> • <i>Disability definition</i> • <i>Profit sharing arrangements</i> • <i>Cost of premiums</i>
Information	Information may include: <ul style="list-style-type: none"> • <i>New member details</i> • <i>Details for underwriting process</i> • <i>Sums insured per member</i> • <i>Details of claims</i> • <i>Occupation of members</i> • <i>Claims experience of members</i>

EVIDENCE GUIDE**Critical aspects of competency:**

Competency must be demonstrated in the ability to effectively supervise insurer liaison. In particular, the assessor should look to see that the candidate can:

- *test and assess the integrity of information*
- *comply with company policies and guidelines, industry codes of practice and relevant legislation*
- *identify and describe the role of relevant regulatory bodies and legislation in superannuation insurance*
- *describe the conditions and procedures of insurance*
- *develop and maintain documentation systems for insurance claims*
- *develop member communications for insurance claims*
- *prepare reports on insurance claims*
- *work with insurer to manage claims process*
- *liaise with trustee on insurer process and performance*
- *assess the performance of insurer*
- *manage the tender process for insurers*
- *identify, source and interpret required information to process benefits for Lump Sum Payments, Death Claims and Disablement Claims*
- *assess and determine benefit entitlements for Eligible Termination Payments (ETPs), Death and Disability claims using computer programs*
- *identify taxation elements accompanying different benefit payment options*

Interdependent assessment of units:

This unit should be assessed in conjunction with other superannuation units.

EVIDENCE GUIDE**Underpinning knowledge includes:**

- *company policies, objectives and guidelines*
- *Government Member Protection rules*
- *Preservation rules (before and after July 1999)*
- *taxation requirements for ETPs under the Income Tax Assessment Act*
- *components of a superannuation ETP*
- *documentation requirements of a superannuation ETP*
- *taxation requirements and deductions for pension and annuity payments*
- *procedures for monitoring pension and annuity payments*
- *taxation requirements for total and permanent disablement benefits*
- *taxation requirements for Salary Continuance Insurance payments*
- *Reasonable Benefit Limits (RBL) regulations and impacts on taxation*
- *procedures for calculating and processing benefits*
- *procedures for assessing insurance claims and calculating and processing benefit payments*
- *documentation requirements for processing Death and Disability payments*
- *regulations and legislation applying to payments*
- *internal and Superannuation Complaints Tribunal complaints procedures*
- *organisational guidelines for insurance arrangements*
- *performance goals for insurers*
- *compliance responsibilities for claims processing*
- *tender process*
- *insurance procedures*
- *risk management strategies*

EVIDENCE GUIDE

Underpinning skills to be demonstrated may include:

- *assessment of tender applications*
- *assessment of the performance of insurers*
- *working effectively with specialists*
- *communication and negotiation skills*
- *high level analytical and interpretative skills*
- *research and documentation*
- *numeracy and literacy*
- *decision making and problem solving*
- *ability to use comparative analysis*
- *PC based computer applications (word processing, spreadsheet, database, superannuation specific software, accounting systems etc.)*
- *ability to assess validity and usefulness of information*
- *ability to effectively manage change and integrate new information and procedure*

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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.

Consistency in performance:

Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of functions required in supervising insurance arrangements and liaison.

Context for 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.

EVIDENCE GUIDE						
Key competencies:						
Utilisation of the key competencies in the performance of this unit.						
Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP18A**Develop client relationships with employers and establish superannuation systems**

Stream:

Superannuation

National Code:

FNBSUP18A

Unit Description:

This unit describes the functions involved in representing the fund to current and potential employer clients and working with employers to establish superannuation systems. This unit also covers liaison and troubleshooting function for employer accounts.

ELEMENT	PERFORMANCE CRITERIA
1. Establish relationship with current and potential employer clients	1. Employer contact is initiated/received and relationship established for ongoing liaison. 2. Employer system and service needs are discussed. 3. Employer details are recorded into organisational database. 4. Arrangements are made for follow up service.
2. Make analysis of employer needs	1. Employer information technology systems are reviewed and checked for compatibility. 2. Employer human resource / superannuation payment systems are reviewed. 3. Employee information needs are identified. 4. Special requirements are identified and noted.
3. Propose most suitable fund / system for employer clients	1. Fund / system options are examined to identify best options for employer. 2. Proposal is developed and presented to employer. 3. Organisational procedures and guidelines for ensuring compliance in employer systems are followed. 4. Proposal is discussed and negotiated with employer and amendments made as necessary. 5. Ongoing liaison is established to respond to employer questions and difficulties. 6. Successful proposals are prepared for implementation according to organisational guidelines.

ELEMENT	PERFORMANCE CRITERIA
<p>4. Set up new employer accounts</p>	<ol style="list-style-type: none"> 1. All required information is obtained from employer to set up new accounts. 2. Employer accounts are set up and checked for accuracy. 3. Employer / fund communication channels are established. 4. Confirmation of new accounts is distributed according to organisational guidelines.
<p>5. Provide ongoing liaison and management of accounts</p>	<ol style="list-style-type: none"> 1. Employer documentation is maintained according to organisational requirements. 2. Employer is provided with ongoing communications regarding the progress and implementation of superannuation account. 3. Employer is provided with ongoing contact to respond to enquiries and difficulties. 4. Employer difficulties, enquiries and/or complaints are responded to efficiently and in accordance with organisational guidelines. 5. All transactions of employer account are managed and maintained accurately and according to organisational guidelines.
<p>6. Apply quality systems</p>	<ol style="list-style-type: none"> 1. System and process checks are implemented regularly and any irregularities identified and acted upon. 2. Consequences of incorrect processing of contributions or benefits are identified and explained. 3. Work is conducted in accordance with relevant legislation and regulations. 4. Best practice standards are identified and incorporated into work practice. 5. Training and professional development are undertaken to maintain currency and develop skills.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Where fund representation and liaison with employers is significant part of work role.</i>
Employer details	<p>Employer details may include:</p> <ul style="list-style-type: none"> • <i>Contact details</i> • <i>Description of IT and payment systems</i> • <i>Needs analysis</i> • <i>Sales / service strategy</i>
Follow up service	<p>Follow up service may include:</p> <ul style="list-style-type: none"> • <i>Meetings</i> • <i>Presentation to employees</i> • <i>Presentation to employer</i> • <i>On site visit</i> • <i>Phone contact</i> • <i>Research</i> • <i>Development of proposals</i> • <i>Forwarding of fund information</i>
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentation and filing procedures</i> • <i>Legislative requirements</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Required information	<p>Required information may include:</p> <ul style="list-style-type: none"> • <i>Contact details</i> • <i>IT system details</i> • <i>Authorisation procedure</i> • <i>Payment times</i> • <i>Employee details</i> • <i>Rollover details</i> • <i>Details of fund options taken</i>

EVIDENCE GUIDE
<p>Critical aspects of competency:</p> <p>Competency must be demonstrated in the ability to effectively establish and manage employer accounts. In particular, the assessor should look to see that the candidate can:</p> <ul style="list-style-type: none"> • <i>establish positive, professional relationships with employers</i> • <i>assess and analyse employer needs</i> • <i>identify best fund systems to meet employer's needs</i> • <i>discuss and explain the features and benefits of fund options</i> • <i>develop and present proposals</i> • <i>establish accounts</i> • <i>ensure accuracy in employer account management</i> • <i>ensure compliance with company policies and guidelines, industry Codes of Practice and relevant legislation</i> • <i>prepare documentation according to compliance requirements</i> • <i>prepare member communications according to compliance requirements</i>
<p>Interdependent assessment of units:</p> <p>This unit should be assessed in conjunction with other superannuation units.</p>

EVIDENCE GUIDE

Underpinning knowledge includes:

- *features, compliance and reporting requirements of the Superannuation Industry (Supervision) Act, Taxation Act and other relevant legislation*
- *compliance responsibilities for fund administrators*
- *features and benefits of fund options and services*
- *compatibility issues of IT systems with superannuation software*
- *procedures for processing superannuation contributions*
- *IT, HR and management requirements for superannuation systems*
- *organisational communication and documentation procedures*

Underpinning skills to be demonstrated may include:

- *high level communication skills*
- *high level analytical and interpretative skills*
- *research and documentation*
- *decision making and problem solving*
- *ability to use comparative analysis*
- *PC based computer applications (word processing, spreadsheet, database, superannuation specific software, accounting systems etc.)*
- *ability to assess validity and usefulness of information*
- *ability to effectively manage change and integrate new information and procedure*
- *presentation skills*

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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.

Consistency in performance:

Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a comprehensive range of functions required in establishing and managing employer accounts.

Context for 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.

EVIDENCE GUIDE						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP19A**Provide advanced customer service to superannuation clients****Stream:****Superannuation****National Code:****FNBSUP19A****Unit Description:**

This unit covers the skills required to liaise with clients and respond to specific enquiries about membership, superannuation procedure options and products offered by the organisation.

ELEMENT	PERFORMANCE CRITERIA
1. Establish Relationship with client	1. Most appropriate method of communication is used to establish the nature of client enquiry. 2. Client records are accessed as required. 3. Client is informed of the role of the organisation. 4. Relationship of the superannuation organisation to other financial services is explained to the client. 5. The role and limits of authority of the representative are explained to the client. 6. Clients with special needs are identified and appropriate action taken or referral made. 7. Client confidentiality is maintained.
2. Inform client of the superannuation process	1. Government regulations and requirements for superannuation are explained to the client. 2. Processes and options for fund administration are explained to the client. 3. The features and benefits of different types of funds are explained to the client.
3. Explain superannuation products and options offered by the organisation or a specific fund	1. Features, benefits and implications of products offered by the organisation or a specific fund offered by that organisation are explained. 2. Ancillary benefits and facilities and options available in the organisation or a specific fund offered by that organisation are explained to the client. 3. Fees and charges associated with the organisation's funds/products are explained to the client. 4. Procedures for complaints handling and resolution are explained to the client.
4. Assist with complex enquiries	1. Procedure for and implications of membership changes are explained to the client. 2. Conditions associated with fund investment options and ancillary benefits and facilities of funds are explained.

ELEMENT	PERFORMANCE CRITERIA
	3. Client understanding of conditions and procedures is checked. 4. Client requests for membership changes are implemented.
5. Make referrals for financial planning enquiries	1. Limits of authority to provide information to client are identified using organisation guidelines. 2. Clients requiring financial planning advice are identified. 3. Organisational financial planning resources and/or contacts are identified. 4. Clients are advised to seek financial planning advice to assist with planning related enquiries and superannuation decisions.
6. Provide and/or record necessary documentation where required	1. Client is provided with organisational information materials according to their information needs. 2. Other organisational information resources are used to provide product and/or service and/or referral related information if required. 3. Client records are created and/or updated where necessary. 4. Client documentation, information and histories are filed in a format and location readily accessible to other appropriate personnel.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Confidentiality	Confidentiality includes any requirements under legislation such as the Consumer Affairs Act, Privacy Act, Consumer Credit Code, Industry Codes of Practice, as well as standards set out in company policies and procedures.
Clients	Clients refers to: <ul style="list-style-type: none"> • <i>Members of the public</i> • <i>Members of the superannuation fund</i>
Method of communication	Method of communication may include: <ul style="list-style-type: none"> • <i>Telephone</i> • <i>Letters</i> • <i>Facsimile</i> • <i>Email</i> • <i>Face-to-face</i>
Clients with special	Clients with special needs may include:

RANGE OF VARIABLES	
VARIABLE	SCOPE
needs	<ul style="list-style-type: none"> • <i>People from different cultural backgrounds</i> • <i>Clients who have English as a second language</i> • <i>Very young or older age groups</i> • <i>People with a disability</i> • <i>Clients who demonstrate or who indicate that they have complex financial or superannuation needs</i>
Different types of funds	<p>Different types of funds may include:</p> <ul style="list-style-type: none"> • <i>Corporate funds</i> • <i>Industry funds</i> • <i>Retail funds</i> • <i>Public sector funds</i> • <i>Self-managed superannuation funds</i> • <i>Small APRA funds</i> • <i>Retirement savings accounts</i> • <i>Rollover funds</i> • <i>Eligible rollover funds</i> • <i>Approved deposit funds</i> • <i>Deferred annuities</i> • <i>Defined benefit funds</i> • <i>Accumulation funds</i>
Options available in the organisation	<p>Options available in the organisation may include:</p> <ul style="list-style-type: none"> • <i>Minimum contributions</i> • <i>Different contribution levels</i> • <i>Investment options</i> • <i>Insurance options</i> • <i>Benefit payment options</i>
Membership changes	<p>Membership changes may include:</p> <ul style="list-style-type: none"> • <i>Change of employment conditions</i> • <i>Change in personal circumstances</i> • <i>Change in insurance</i> • <i>Change in funds</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Change in contributions</i>
Planning related enquiries and superannuation decisions	Planning related enquiries and superannuation decisions may include: <ul style="list-style-type: none"> • <i>Which fund options to take</i> • <i>How much to contribute</i> • <i>Which fund to join</i> • <i>What level of insurance cover</i> • <i>Lost accounts</i> • <i>When and how to change funds</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>ability to effectively use a variety of communication methods for example, telephone, fax, letters, face-to-face</i> • <i>knowledge of role and advisory capacity and limits</i> • <i>ability to communicate services and superannuation process</i> • <i>ability to identify client information needs</i> • <i>the ability to empathise and build rapport with clients by offering thorough and on-going assistance with all enquiries and requests for service</i> • <i>thorough knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>thorough knowledge of, and ability to communicate the features and benefits of products and services available</i> • <i>ability to answer a range of general questions about the form and function of the superannuation industry in Australia</i> • <i>ability to research information on the superannuation industry</i>
<p>Interdependent assessment of units:</p> <p>This unit may be assessed independently or in conjunction with other superannuation units.</p>

EVIDENCE GUIDE

Underpinning knowledge may include:

- *characteristics and structure of a superannuation product*
- *roles played by intermediaries and issuers*
- *types of superannuation products*
- *fee structures/administration and management costs*
- *types of contribution*
- *annuities/pensions, allocated pensions and income stream products*
- *associated risks*
- *structure of superannuation plans management and administration of superannuation products*
- *preservation rules*
- *investment strategies within superannuation funds (ie investment concepts and strategies)*
- *restrictions on investment strategies*
- *main features of different types of funds*
- *relevant legislation and codes of practice*
- *company policy/procedures/requirements*
- *product/service terms and conditions*
- *general sales and marketing techniques*
- *complaints handling processes*
- *referral process*
 - *impact on investment earnings*
 - *employer and employee contributions*
 - *benefit payments and expenses*
 - *tax deductions*
 - *capital gains tax treatment*
 - *roll-overs*
 - *reasonable benefit limits*
 - *superannuation surcharge*
 - *social security pension eligibility*
 - *retirement planning*
 - *death benefits*
- *franking credits*
 - *the role of the representative*
 - *relevant legal principles (eg Corporations Act, ASIC Act, Privacy Amendment (Private Sector) Act)*
 - *Financial Service Reform*
 - *the relationship between ethics and regulatory requirements (eg good faith, utmost good faith, full disclosure of remuneration/fees)*
 - *relevant industry standards and codes of conduct*
- *complaints resolution procedures (external and internal)*
- *fraud deterrence practices*

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>good communication, listening and interview skills</i> • <i>relationship building</i> • <i>telephone</i> • <i>computer literacy</i> • <i>sales techniques</i> • <i>problem solving</i> • <i>organisational</i> • <i>time management</i> • <i>numeracy skills</i> • <i>analytical abilities</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover client enquiries on a representative range of superannuation products and services</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP20A**Produce reports for superannuation services****Stream:****Superannuation****National Code:****FNBSUP20A****Unit Description:**

This unit covers the skills required to prepare written reports for the purpose of administering superannuation services. Based on the unit (BSBADM402A) Produce complex business documents.

ELEMENT	PERFORMANCE CRITERIA
1. Analyse report requirements	<p>Organisational and task requirements are identified prior to document design and research.</p> <p>Resources, software, ergonomic and research requirements are identified.</p> <p>Scope of report is confirmed.</p> <p>Report requirements are resourced.</p>
2. Design report	<ol style="list-style-type: none"> 1. Report structure and layout are designed to suit the purpose, audience and information requirements of the task. 2. Report is designed to enhance readability and appearance and meet organisational and task requirements for style and layout. 3. Complex software functions are used to enable efficient manipulation of information and other material and ensure consistency of design and layout.
3. Research report content	<ol style="list-style-type: none"> 1. Research is conducted to gain information for report content including development of financial and statistical details as required. 2. Report content is developed in accordance with organisational and compliance requirements. 3. Evidence is gathered to support recommendations and conclusions to be included in the report.
4. Produce report	<ol style="list-style-type: none"> 1. Report is written using appropriate language and contains information required to meet report objectives. 2. The report is coherent and logical. Any recommendations/suggestions made are based on documented analysis or research undertaken. 3. Software operations used in development of documents achieve required results. 4. Conservation techniques are engaged. 5. Documents are edited and printed in accordance with organisational and task requirements. 6. Documents are named and stored, in accordance with organisational requirements and the application exited

ELEMENT	PERFORMANCE CRITERIA
	<p>without information loss/damage.</p> <p>7. Documents are prepared within designated timelines and organisational requirements for speed and accuracy.</p>

RANGE OF VARIABLES	
VARIABLE	SCOPE
<p>Report structure and layout</p>	<p>Report structure and layout may include:</p> <ul style="list-style-type: none"> • <i>Long documents</i> • <i>Multiple sections</i> • <i>Multiple headers and footers</i> • <i>Different odd and even pages</i> • <i>Master documents</i> • <i>Subdocuments</i> • <i>Primary mail merge documents</i> • <i>Mail merge data documents</i> • <i>Templates</i> • <i>Multiple users</i> • <i>Hyperlinks</i> • <i>Concordance files</i> • <i>Document protection</i> • <i>Linked and/or embedded objects</i> • <i>Captions</i> • <i>Drawing</i> • <i>WordArt</i> • <i>Forms with fields</i>
<p>Software</p>	<p>Software may include:</p> <ul style="list-style-type: none"> • <i>Word processing</i> • <i>Advanced desktop publishing</i>
<p>Ergonomic requirements</p>	<ul style="list-style-type: none"> • <i>Ergonomic requirements may include:</i> • Workstation height and layout • Chair height, seat and back adjustment • Footrest • Screen position

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • Keyboard and mouse position • Document holder • Posture • Avoiding radiation from computer screens • Lighting • <i>Noise minimisation</i>
Organisational requirements	<p>Organisational requirements may include:</p> <ul style="list-style-type: none"> • <i>Consistent corporate image</i> • <i>Company logo</i> • <i>Company colour scheme</i> • <i>Established guidelines and procedures for document production</i> • <i>'House styles'</i> • <i>Content restrictions</i> • <i>Templates</i> • <i>Organisation name, time, date, document title, filename, etc in header / footer</i> • <i>Observing copyright legislation</i> • <i>Log-on procedures</i> • <i>Password protection</i> • <i>Storage / location of data</i> • <i>Standard formats</i> • <i>Author's instructions</i> • <i>Use of templates</i>
Structure and layout	<p>Structure and layout may include:</p> <ul style="list-style-type: none"> • <i>White space</i> • <i>Typeface</i> • <i>Graphics</i> • <i>Photographs</i> • <i>Drawing</i> • <i>Boxes</i> • <i>Colour</i> • <i>Page layout</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Headings</i> • <i>Columns</i> • <i>Letter and memo conventions</i>
Consistency of design and layout	<p>Consistency of design and layout may include:</p> <ul style="list-style-type: none"> • <i>Indentations</i> • <i>Spacings</i> • <i>Page numbers</i> • <i>Typeface styles and point size</i> • <i>Captions</i> • <i>Bullet/ number lists</i> • <i>Footnotes/endnotes</i> • <i>Annotated references</i> • <i>Borders</i> • <i>Consistency with other business documents</i>
Conservation techniques	<p>Conservation techniques may include:</p> <ul style="list-style-type: none"> • <i>Double-sided paper use</i> • <i>Re-used paper for rough drafts (observing confidentiality requirements)</i> • <i>Recycling used and shredded paper</i> • <i>Utilising power-save options for equipment</i>
Naming and storage of documents	<p>Naming and storage of documents may include:</p> <ul style="list-style-type: none"> • <i>File names which are easily identifiable in relation to the content</i> • <i>File /directory names which identify the operator, author, section, date etc</i> • <i>File names according to organisational procedure eg numbers rather than names</i> • <i>Storage in folders / sub-folders</i> • <i>Storage on hard/floppy disk drives, CDROM, tape backup</i> • <i>Organisation policy for backing up files</i> • <i>Organisation policy for filing hard copies of documents</i> • <i>Filing locations</i> • <i>Security</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Authorised access</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>integrated demonstration of all elements of competency and their performance criteria</i> • <i>ability to use complex word processing functions</i> • <i>ability to produce a report which meets organisational and task objectives</i> • <i>use of appropriate language, layout and presentation</i> • <i>ability to produce documentary evidence and financial reports required for report</i> • <i>application of ergonomic and conservation principles</i>
<p>Interdependent assessment of units:</p> <p>This unit may be assessed independently or in conjunction with other superannuation units.</p>
<p>Underpinning knowledge may include:</p> <ul style="list-style-type: none"> • <i>legislation relevant to documentation within the superannuation industry</i> • <i>advanced functions of word processing and/or desktop publishing software applications</i> • <i>impact of formatting and design on the presentation and readability of documents</i> • <i>organisational policies and procedures for written communications</i>
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>literacy skills to interpret and evaluate the purposes and objectives of various types of software; consider aspects of context, purpose and audience when generating and formatting texts; display logical organisation of written information through the use of coherently linked paragraphs; use a variety of strategies for planning and reviewing own work; demonstrate drafting techniques; use simple and complex syntactic structures; select vocabulary to create nuances of meaning in particular contexts</i> • <i>proofreading and editing skills to ensure clarity of meaning and conformity to organisational requirements; check for accuracy and consistency of information by consulting additional resources</i> • <i>problem solving skills to use processes flexibly and interchangeably</i> • <i>numeracy skills to collate and present data; graphs and annotated references</i> • <i>communication skills to follow complex oral instructions when using technology; listen to and interpret complex sequenced instructions</i> • <i>keyboarding skills</i> • <i>ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities</i> • <i>time management</i>

EVIDENCE GUIDE
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of reports produced in the superannuation role at this level.</p>
<p>Context for assessment:</p> <p>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.</p>

EVIDENCE GUIDE						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP21A**Act as a formal complaints officer****Stream:****Superannuation****National Code:****FNBSUP21A****Unit Description:**

This unit describes the functions involved in the implementation of complaints procedures and providing main contact point for investigations.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Manage documentation of complaints</p>	<ol style="list-style-type: none"> 1. Organisational and compliance requirements for complaints documentation are identified. 2. Documentation systems are established and maintained. 3. Records and data are collected and stored according to organisational and compliance requirements. 4. Data is assessed for completion and accuracy and investigated for further detail if necessary.
<p>2. Resolve routine and administrative complaints</p>	<ol style="list-style-type: none"> 1. Complaints are assessed for complexity and ease of resolution. 2. Routine complaints and administrative errors are addressed and resolved. 3. Communication is established and maintained with the complainant as required. 4. Administrative errors are checked to ensure remedy of situation. 5. Complex complaints are referred to the trustee. 6. Documentation on complaints and all action taken, is forwarded to trustee and/or insurer and filed according to organisational guidelines. 7. Complaints procedures are monitored for compliance.
<p>3. Liaise with management regarding implications of complaints for fund systems</p>	<ol style="list-style-type: none"> 1. Complaints which carry implications for fund systems are identified. 2. Implications are analysed for possible required changes to organisational procedures. 3. Recommendations are made to appropriate managers or trustees.
<p>4. Liaise with the trustee and/or insurer and/or employer</p>	<ol style="list-style-type: none"> 1. Trustee is provided with comprehensive detail of complaint and recommendations for action. 2. Documentation and liaison with employer and/or insurer is

ELEMENT	PERFORMANCE CRITERIA
	<p>provided as required.</p> <p>3. Further information is obtained as requested by the trustee/insurer/employer.</p>
<p>5. Liaise with government bodies</p>	<p>1. Documentation and liaison with government bodies is established and maintained as required.</p> <p>2. Further information is obtained as requested by government bodies.</p> <p>3. Representation at formal proceedings is provided as required.</p>
<p>6. Implement outcomes of complaints proceedings</p>	<p>1. Arrangements established by the trustee are implemented.</p> <p>2. Settlement procedures established by legal proceedings are implemented.</p> <p>3. Communication is maintained with affected parties as required.</p> <p>4. Documentation is completed to record all details of complaint, proceedings and settlement.</p> <p>5. Compliance is ensured throughout implementation of settlement outcomes.</p>

RANGE OF VARIABLES	
VARIABLE	SCOPE
<p>Work contexts</p>	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • Where implementation of complaints procedure is one function of a varied work role or the primary function.
<p>Completion and accuracy</p>	<p>Completion and accuracy may include:</p> <ul style="list-style-type: none"> • <i>All details are present</i> • <i>Information is clear and unambiguous</i> • <i>All affected parties are identified</i> • <i>Extent of problem is clear</i> • <i>Timing and location of incident is provided</i> • <i>Supporting documentation is present</i> • <i>Historical information is available</i> • <i>Desired outcome is identified</i>
<p>Routine complaints and administrative errors</p>	<p>Routine complaints and administrative errors may include:</p>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Statement has error</i> • <i>Statement is late</i> • <i>Personal details are wrong</i> • <i>Change of address</i> • <i>Confusion about statement</i> • <i>Customer service complaint</i> • <i>Member complaint about employer process</i> • <i>Member unreasonable</i>
Communication	<p>Communication may be by:</p> <ul style="list-style-type: none"> • Written documentation (brochures / letter) • Verbal interaction (by phone / in person) • Electronic communication
Government bodies	<p>Government bodies may include:</p> <ul style="list-style-type: none"> • <i>Australian Securities Investments Commission (ASIC)</i> • <i>Superannuation Complaints Tribunal (SCT)</i> • Financial Industry Complaints System (FICS) • Australian Prudential Regulation Authority (APRA)
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • System / computer procedures • Best practice standards • Regulatory requirements • Internal communications • Codes of practice • Documentations and filing procedures • Legislative requirements

EVIDENCE GUIDE

Critical aspects of competency:

Competency must be demonstrated in the ability to effectively act as a formal complaints officer. In particular, the assessor should look to see that the candidate can:

- test and assess the integrity of information
- comply with company policies and guidelines, industry Codes of Practice and relevant legislation
- identify and describe the role of Superannuation Complaints Tribunal
- resolve routine and administrative disputes
- work with the trustee to resolve disputes
- resolve disputes or act on settlement procedures within required timelines
- implement the requirements for compliance in complaints procedures
- maintain and implement documentation systems according to compliance requirements
- conduct member communications on complaints procedures
- prepare documentation and reports for Superannuation Complaints Tribunal
- effectively manage disputes
- work effectively with government bodies
- communicate professionally in stressful situations
- document and assess the performance of procedures
- implement settlement procedures

Interdependent assessment of units:

This unit should be assessed in conjunction with other superannuation units.

Underpinning knowledge includes:

- *features, compliance and reporting requirements of the Superannuation (Resolution of Complaints) Act 1993*
- timeframe requirements for compliance in complaints procedures
- compliance responsibilities for complaints documentation
- organisational standards and guidelines for handling complaints
- legal implications of non-compliance in complaints procedures
- ASIC guidelines for providing information
- Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)
- organisational information, documentation and communication systems
- information and compliance requirements of government bodies
- information requirements of trustees
- fraud deterrence practices

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • ability to represent complaints case • high level communication skills • stress management skills • high level analytical and interpretative skills • research and documentation • numeracy and literacy • decision making and problem solving • ability to use comparative analysis • PC based computer applications (word processing, spreadsheet, database, superannuation specific software, accounting systems etc.) • ability to assess validity and usefulness of information • high level organisation and documentation skills 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a comprehensive range of functions required in complaints procedures.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing, and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP22A**Select and monitor performance of specialist and outsourced services.****Stream:****Superannuation****National Code:****FNBSUP22A****Unit Description:**

This unit describes the functions involved in setting criteria for outsourced and specialist services such as accountants, actuaries, solicitors, insurers, call centres, investment managers and outsourced fund administrators and supervising their performance.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Establish scope for outsourced services</p>	<ol style="list-style-type: none"> 1. A review is conducted to determine the extent to which selected activities are conducted internally or by outsourced services. 2. Activities within the superannuation organisation which can be outsourced are identified. 3. Scope of possible outsourced services is identified. 4. Legislative and regulatory requirements in required services are identified. 5. Recommendation and/or decision on scope of outsourced services is made according to organisational requirements.
<p>2. Establish criteria for outsourced services</p>	<ol style="list-style-type: none"> 1. Scope of expertise required for the outsourced service is defined and documented. 2. Performance standards for outsourced services are established and documented. 3. Monitoring procedure for outsourced services is established and documented. 4. Reporting procedure for outsourced services is established and documented. 5. Procedure for integrating outsourced services into superannuation practices is established and documented. 6. Briefing and tender documents are prepared.
<p>3. Select and engage outsourced suppliers</p>	<ol style="list-style-type: none"> 1. Tender process is implemented according to organisational guidelines. 2. Tender applications are assessed according to required criteria and further information obtained if necessary. 3. Suppliers of outsourced services are selected. 4. Outsourced suppliers are engaged formally according to organisational guidelines. 5. Outsourced supplier is briefed on required service and fund

ELEMENT	PERFORMANCE CRITERIA
	standards and procedures. 6. Personnel within the organisation are informed about outsourced services and working implications.
4. Monitor performance of outsourced services	1. Outsourced service performance is assessed against performance outcomes and organisational requirements. 2. Further review periods are established. 3. Required changes in service are negotiated. 4. Supplier performance is documented and communicated within fund as required. 5. Outsourced services are disengaged as required.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Where specialist services are a part of the organisation's personnel support.</i> • <i>Where selection and monitoring of outsourced services is conducted as a team process or is an individual responsibility.</i>
Legislative and regulatory requirements	<p>Legislative and regulatory requirements may include:</p> <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>Financial Services Reform Act 2001 (FSRA)</i> • <i>Corporations Act 2001</i> • <i>Income Tax Assessment Act 1936</i> • <i>Superannuation Guarantee (Administration) Act (SGAA) 1992</i> • <i>Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Retirement Savings Account Act 1997</i> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i> • <i>Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i> • <i>Trustee Acts or Trust Acts in each State and Territory</i> • <i>Industrial legislation</i> • <i>Stamp Duty legislation</i> • <i>Trade Practices legislation</i> • <i>Other relevant State and Federal legislation</i>
Outsourced services	<p>Outsourced services may include:</p> <ul style="list-style-type: none"> • <i>Auditors</i> • <i>Actuaries</i> • <i>Solicitors</i> • <i>Sales and marketing specialists</i> • <i>IT specialists</i> • <i>Trustees</i> • <i>Employer relationship managers</i> • <i>Insurers</i> • <i>Investment managers</i> • <i>Communication consultants</i> • <i>Printers</i>
Performance criteria	<p>Performance criteria may include:</p> <ul style="list-style-type: none"> • <i>Number of outcomes</i> • <i>Performance goals</i> • <i>Communication and documentation standards</i> • <i>Interpersonal relations</i> • <i>Service dedication</i> • <i>Available personnel</i> • <i>Experience</i> • <i>Location</i> • <i>IT compatibility</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Reputation</i> • <i>Response times</i> • <i>Data availability</i> • <i>Procedures</i> • <i>Document presentation</i> • <i>Completion dates</i> • <i>Staff communication</i> • <i>Value for money</i>
Required changes in service	<p>Required changes in service may include:</p> <ul style="list-style-type: none"> • <i>Increased or decreased service</i> • <i>Increased communication and/or documentation</i> • <i>Increased standards of performance</i> • <i>Changes in the way service is implemented</i>

EVIDENCE GUIDE

Critical aspects of competency:

Competency must be demonstrated in the ability to effectively select and monitor specialist services. In particular, the assessor should look to see that the candidate can:

- *comply with company policies and guidelines, industry codes of practice and relevant legislation*
- *identify relevant regulatory bodies and legislation*
- *ability to describe the role and responsibilities of specialist services used in superannuation*
- *describe the consequences of non-compliance*
- *prepare documentation according to the needs of specialist services*
- *prepare required communications according to specialist requirements*
- *effectively manage others*
- *implement tendering processes*
- *assess service applications*
- *select appropriate specialists*
- *establish performance criteria*
- *implement high level negotiation skills*
- *assess performance and renegotiate as required*
- *review legal contracts*

Interdependent assessment of units:

This unit can be assessed independently or in conjunction with other superannuation units.

Underpinning knowledge includes:

- *features, compliance and reporting requirements of the Superannuation Industry (Supervision) Act, Taxation Act, Corporations Act and other relevant legislation*
- *timeframe requirements for compliance reports for specialist services*
- *relationship between actuary / auditor and trustee under SIS*
- *organisational procedures for ensuring PS146 compliance*
- *organisational procedures for engaging with specialist services*
- *communication and documentation requirements of specialists*
- *reputation and expertise of service providers in the industry*
- *performance management procedures*
- *scope of service provisions*
- *risk management strategies*

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>high level communication and negotiation</i> • <i>documentation</i> • <i>ability to assess validity and usefulness of information</i> • <i>ability to effectively manage others</i> • <i>ability to effectively manage change and integrate new information and procedure</i> • <i>project management</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of superannuation products and/or services.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP23A**Supervise and monitor operational guidelines in a superannuation organisation**

Stream:

Superannuation

National Code:

FNBSUP23A

Unit Description:

This unit describes the functions involved in supervising and monitoring the implementation of operational guidelines in an area or department within the superannuation organisation. *(Based on Financial Planning unit FNBFPS20A)*

ELEMENT	PERFORMANCE CRITERIA
1. Identify the organisation's operational guidelines and practices	<ol style="list-style-type: none"> 1. Documented procedures that guide the operation of the organisation are identified and read. 2. Practices that implement the operational guidelines are identified. 3. Compliance requirements in the implementation of operational guidelines are identified. 4. Industry Codes of Practice relevant to the implementation of operational guidelines are identified. 5. Ethical standards in the implementation of operational guidelines are identified 6. Performance measures and operational outcomes are identified.
2. Supervise the implementation of operational guidelines	<ol style="list-style-type: none"> 1. Key positions, personnel, job descriptions and authorities are identified. 2. Performance of staff, systems and resources is measured and assessed in a systematic way. 3. Support is arranged to ensure operational guidelines are being implemented. 4. Conformance of staff, systems and resources with operational guidelines is regularly assessed. 5. Operational guidelines are periodically reviewed for effectiveness. 6. Improvements to operational guidelines are identified and acted on according to organisational requirements.
3. Distribute information on operational guidelines to staff	<ol style="list-style-type: none"> 1. Operational guidelines are distributed to all relevant staff. 2. Updates and amendments are distributed as required. 3. Feedback and interpretation requests are received and responded to according to organisational guidelines. 4. Briefings for new staff on the guidelines are provided as part of induction procedures. 5. Sections of guidelines relevant to clients including client rights, performance standards, complaint procedures etc., are communicated to clients and displayed where appropriate.

ELEMENT	PERFORMANCE CRITERIA
4. Monitor operational procedures and guidelines	<ol style="list-style-type: none"> 1. Client service is monitored to ensure operational guidelines are being implemented effectively and service standards are being met. 2. Performance of staff, systems and resources is periodically assessed against organisational guidelines and objectives. 3. Documentation on the supervision and monitoring of operational guidelines is managed. 4. Implementation of operational guidelines is regularly monitored for compliance with relevant legislation and Codes of Practice 5. Breaches of guidelines are identified and staff counselled where required.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Operational procedures	Operational procedures include: <ul style="list-style-type: none"> • Service timetables/response times • Feedback mechanisms • Instruction sheets • Data input documents • Reports
Performance measures and operational outcomes	Performance measures and operational outcomes may include: <ul style="list-style-type: none"> • <i>Key Performance Indicators</i> • <i>Individual, team, area and/or organisational goals</i> • <i>Service standards and targets</i> • <i>Job role outcomes</i> • <i>Performance targets</i>
Systems and resources	Systems and resources may include: <ul style="list-style-type: none"> • <i>Human resources</i> • <i>Information systems</i> • <i>Administrative systems</i> • <i>Work team systems</i> • <i>Resource supplies</i> • <i>Job rotations</i> • <i>Documentation systems</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Support	<p>Support may include:</p> <ul style="list-style-type: none"> • Training / Coaching / Mentoring • Additional resources • Documentation • Communication tools • Human resource support • Additional expertise • Technical repairs • Procurement of supplies
Methods of communication	<p>Methods of communication may include:</p> <ul style="list-style-type: none"> • Meetings • Electronic • Individual and group • Writing • Verbal
Service standards	<p>Service standards may include:</p> <ul style="list-style-type: none"> • Response times • Data availability • Procedures • Document presentation • Completion dates • Staff communication • Accuracy rates
Relevant legislation	<p>Relevant legislation and codes of practice may include:</p> <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>Financial Services Reform Act 2001 (FSRA)</i> • <i>Corporations Act 2001</i> • <i>The Income Tax Assessment Act 1936</i> • <i>Superannuation Guarantee (Administration) Act (SGAA) 1992</i> • <i>Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Retirement Savings Account Act 1997</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i> • <i>Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i> • <i>Trustee Acts or Trust Acts in each State and Territory</i> • <i>Industrial legislation</i> • <i>Stamp Duty legislation</i> • <i>Trade Practices legislation</i> • Other relevant State and Federal legislation
Client service	<p>Client service may be pre, point of or post sale and may include:</p> <ul style="list-style-type: none"> • Complaints handling • Timely and accurate documentation • Policy changes • Written communication • Inquiries • Conservation activity • Reports

EVIDENCE GUIDE
<p>Interdependent assessment of units:</p> <p>This unit should be assessed in conjunction with unit <i>FNBSUP15A Implement Compliance Systems within Work Area</i>.</p>

EVIDENCE GUIDE**Critical aspects of evidence will include:**

- ability to test and assess the integrity of information
- ability to develop strategies to attain information on operational guidelines
- ability to supervise the meeting of time lines
- ability to identify and address factors which may affect performance of staff, systems and/or resources
- ability to identify and address factors which may affect client service performance
- ability to evaluate performance against fund requirements and form recommendations and/or make recommendations
- ability to assess the accuracy and relevance of information
- knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation and regulations
- ability to implement and monitor performance measurement systems
- ability to supervise others in the implementation of operational guidelines

Underpinning knowledge includes:

- in depth knowledge of the superannuation organisation's operational guidelines
- knowledge of the organisation's systems and resource requirements
- knowledge of relevant acts, regulations and codes of practice
- knowledge of the organisation's administrative processes and systems
- knowledge of the organisation's marketing and advertising processes
- knowledge of the organisation's documentation systems including registry and library processes
- knowledge of the organisation's human resources procedures
- knowledge of the organisation's office information technology systems and software
- Privacy Act obligations
- fraud deterrence practices

EVIDENCE GUIDE**Underpinning skills to be demonstrated may include:**

- project management
- pro-active and reactive management
- supervision
- communication
- customer relations/service
- interpersonal
- data base management
- information interpretation
- administration
- organisation
- documentation
- monitoring
- performance assessment
-

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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.

EVIDENCE GUIDE						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover the delivery of a representative range of superannuation products and/or services.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communicating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathematical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP24A

Establish, manage and monitor key relationships

Stream: Superannuation

National Code: FNBSUP24A

Unit Description: This unit describes the skill involved in establishing and managing key relationships within the superannuation industry. *(Based on Financial Planning unit FNBFPS19A)*

ELEMENT	PERFORMANCE CRITERIA
<p>1. Establish criteria for identifying key relationships</p>	<p>1. A definition for identifying a key relationship to the organisation is established.</p> <p>2. The definition for key relationships is communicated to staff and if relevant, to external service providers for the organisation.</p> <p>3. Arrangements are made to regularly review the definition of key relationships to take into account changing conditions.</p>
<p>2. Identify key relationships</p>	<p>1. Staff and external service providers are briefed on key relationship definitions.</p> <p>2. Senior representatives are identified and/or allocated to each key relationship.</p> <p>3. All staff are informed of key relationships and responsible representative for each key relationship.</p>
<p>3. Establish service structures for key relationships</p>	<p>1. Appropriate training is given to staff which deal with key relationships.</p> <p>2. Administrative and research arrangements to support key relationships are established.</p> <p>3. Service standard requirements are prepared for key relationships including clear statements on standards of service, quality assurance procedures, reporting arrangements and compliance with legislative and regulatory requirements.</p>

ELEMENT	PERFORMANCE CRITERIA
4. Establish monitoring procedures for key relationship services	<ol style="list-style-type: none"> 1. Procedures for staff to report on key relationship service delivery are established. 2. Reporting arrangements that protect client confidentiality and comply with industry codes of practice and legislative and regulatory requirements are established. 3. Client satisfaction is monitored and results communicated to staff. 4. Complaints are resolved expeditiously and analysed for potential service improvements. 5. Regular reviews are made of key relationship service delivery against organisational standards and key performance indicators.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Key relationships	<p>The definition of key relationships will vary from organisation to organisation but will generally include one or more of the following:</p> <ul style="list-style-type: none"> • Criteria based on assets, income and desired return • Complexity • Estimated fee level • Risk to the organisation especially in terms of legal and regulatory issues • Previous dealings with the organisation (for example a regular client) • Marketing potential, for example the potential for a client if satisfied, to refer many new clients to the organisation • A special personal or business relationship between the client and principals/staff of the organisation
Service standards for key relationships	<p>Service standards for key relationships describe the individual levels of quality service within an organisation to be provided to key relationships. They would normally form part of the organisation's operational guidelines.</p>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Key performance indicators	Key performance indicators are measurable standards of performance for the organisation as a whole and would normally include indicators for service delivery to key relationships.
Legislative and regulatory guidelines	<p>Legislative and regulatory guidelines may include guidelines covered by:</p> <ul style="list-style-type: none"> • Superannuation Industry (Supervision) Act 1993 (SIS) • Superannuation Industry (Supervision) Regulations 1994 • Financial Services Reform Act 2001 (FSRA) • Corporations Act 2001 • Income Tax Assessment Act 1936 • Superannuation Guarantee (Administration) Act 1992 (SGAA) • Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge) • Retirement Savings Account Act 1997 • Superannuation (Resolution of Complaints) Act 1993 • Superannuation (Unclaimed Moneys and Lost Members) Act 1999 • The Family Law Legislation Amendment Superannuation Act 2001 • Insurance Act • Privacy Amendment Act (Private Sector) 2000 (the Privacy Act) • Anti-discrimination legislation (Federal and State) • Trustee Acts or Trust Acts in each State and Territory • Industrial legislation • Stamp Duty legislation • Trade practices legislation • Other relevant State and Federal legislation

RANGE OF VARIABLES	
VARIABLE	SCOPE
Client	Client may include: <ul style="list-style-type: none"> • Trustees • Significant employers • Significant members • Advisors and brokers • Insurers • Solicitors • Actuaries • Auditors • Investment managers and custodians • Outsourced fund administration services

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>demonstrated comprehensive knowledge of:</i> <ul style="list-style-type: none"> – <i>the superannuation industry, industry regulations and codes of practice</i> – <i>roles of associated superannuation advisers</i> – <i>sales and marketing methodologies.</i> • <i>demonstrated high level communication, interpersonal and negotiation skills</i> • <i>ability to establish, monitor and support work related relationships managed by organisational representatives</i> • <i>ability to establish and monitor systems for recording details of interaction with key people</i> • <i>ability to establish and monitor administrative and research arrangements to support key relationships</i> • <i>ability to train others in relationship skills</i>
<p>Interdependent assessment of units:</p> <p>This unit can be assessed independently or in conjunction with other superannuation units.</p>
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • the superannuation industry including the terms of the Acts and Regulations affecting the industry • the role of the superannuation service providers and the superannuation organisation • the impact of relevant legislation on the organisation's resource needs • services available in the superannuation industry • service risk factors and relationship to return expectations

EVIDENCE GUIDE						
<ul style="list-style-type: none"> • relevant codes of practice • the processes of effective communication • principles of effective negotiation • risk management strategies 						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • documentation skills • interpersonal and communication skills • training skills • ability to establish and maintain performance standards • ability to develop criteria for the establishment and management of key relationships • ability to identify and source the organisation's required expertise 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of superannuation products and/or services.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP25A

Establish, supervise & monitor systems within a superannuation organisation to conform with legislative and regulatory requirements

Stream:

Superannuation

National Code:

FNBSUP25A

Unit Description:

This unit describes the functions involved in establishing processes and systems within a superannuation organisation in a way that conforms with legislative and regulatory guidelines. (Based on Financial Planning unit FNBFPS21A)

ELEMENT	PERFORMANCE CRITERIA
<p>1. Arrange for the provision of marketing and communications</p>	<p>1. Marketing strategy is established and implemented.</p> <p>2. Marketing tools are developed and made available within budget and time lines.</p> <p>3. All communications and marketing tools are established to comply with legislative and regulatory guidelines.</p>
<p>2. Identify and meet human resource requirements</p>	<p>1. Skills needed to implement required human resources service support are identified.</p> <p>2. Number and location of human resources service support personnel is identified.</p> <p>3. Required human resource support is recruited or assigned as appropriate.</p> <p>4. Consultants and/or internal specialists are identified and briefed as required.</p> <p>5. Human resources practices are established to comply with legislative and regulatory guidelines.</p>
<p>3. Establish and implement training strategy</p>	<p>1. Training requirements are identified at the appropriate time to support efficient service implementation.</p> <p>2. Training programs are developed to achieve the required service support outcomes.</p> <p>3. Training programs are implemented in an efficient and timely way.</p> <p>4. Evaluation and review of training programs against requirements is undertaken on a regular planned basis.</p> <p>5. Training is provided to personnel to ensure that superannuation services are undertaken according to legislative and regulatory guidelines.</p>
<p>4. Determine information needs and implement information support system</p>	<p>1. Information distribution and access needs are established.</p> <p>2. Range of information types to be collected, processed and stored is determined.</p> <p>3. Suitable and required information support technology is identified and obtained.</p>

FNBSUP25A Establish, supervise & monitor systems within a superannuation organisation to conform with legislative and regulatory requirements

ELEMENT	PERFORMANCE CRITERIA
	<ol style="list-style-type: none"> 4. Information technology specialists are briefed when required. 5. Access to information technology support staff is arranged. 6. Measures to monitor the efficiency of information systems are established. 7. Information sources on compliance requirements are identified and made available to personnel.
<p>5. Establish and implement operational procedures and guidelines</p>	<ol style="list-style-type: none"> 1. Specifications for operational procedures and guidelines are established. 2. Guidelines and procedures are designed to ensure workflow achieves required service support targets. 3. Measurable performance standards are specified. 4. Tasks and duties are assigned to appropriately trained and skilled personnel. 5. Control measures are established and monitored on a regular basis. 6. Operational procedures are designed so that they conform to legislative and regulatory requirements.
<p>6. Establish supplier relationships to achieve service support requirements</p>	<ol style="list-style-type: none"> 1. Availability and suitability of suppliers who can meet the service support requirements within legislative requirements are identified. 2. Criteria to enable an effective evaluation of supplier services are established. 3. Available suppliers are assessed against criteria to determine suitability. 4. Terms of appointment of suppliers to achieve service support requirements are established and communicated. 5. Supplier relationships are monitored to ensure compliance with legislative and regulatory requirements.
<p>7. Determine and provide administrative and ancillary services</p>	<ol style="list-style-type: none"> 1. Administration and ancillary service needs are determined against operating requirements. 2. Administrative and other service support staff are recruited. 3. Processes are developed and introduced. 4. Services are delivered within time lines and budget, and according to the distribution plan. 5. Service needs are reassessed in light of usage and budget. 6. Administrative and ancillary services are monitored to ensure compliance with legislative and regulatory requirements.
<p>8. Determine and implement client services</p>	<ol style="list-style-type: none"> 1. Services are determined which will meet client expectations and are within enterprise policy and philosophy.

FNBSUP25A Establish, supervise & monitor systems within a superannuation organisation to conform with legislative and regulatory requirements

ELEMENT	PERFORMANCE CRITERIA
	2. Services are delivered within the timeframe and budget. 3. Key performance indicators to measure client service are established. 4. Services meet industry legislative requirements. 5. Service standards are documented in the prescribed format and communicated to all stakeholders.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Services	Services includes all functions needed to support the provision of superannuation products and services. Services may be sourced internally or externally.
Marketing services	<p>Marketing services and tools may include:</p> <ul style="list-style-type: none"> • <i>Reports</i> • <i>Focus groups</i> • <i>Advertising</i> • <i>Public relations</i> • <i>Compliance materials</i> • <i>Telemarketing</i> • <i>Product marketing</i> • <i>Lead generation</i> • <i>Market surveys</i> • <i>Software</i> • <i>Sponsorship</i> • <i>Brochures and sales aids</i> • <i>In-house publications</i> • <i>Direct marketing</i> • <i>Client base development</i> <p>Marketing services may be influenced by regulations.</p>
Administrative services	<p>Administrative services may include:</p> <ul style="list-style-type: none"> • <i>Cleaning and maintenance</i> • <i>Travel and transportation</i> • <i>Accounting</i> • <i>Post</i> • <i>Data storage</i> • <i>Procurement</i>

FNBSUP25A Establish, supervise & monitor systems within a superannuation organisation to conform with legislative and regulatory requirements

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>External consultants</i> • <i>Provision of utilities</i> • <i>Legal</i> • <i>Public relations</i> • <i>Courier</i> • <i>Warehousing</i> • <i>Printing</i> • <i>Security</i>
Methods of communication	<p>Methods of communication may include:</p> <ul style="list-style-type: none"> • <i>Meetings</i> • <i>Electronic</i> • <i>Individual and group</i> • <i>Writing</i> • <i>Verbal</i>
Relevant legislation	<p>Relevant legislation and codes of practice may include:</p> <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>Financial Services Reform Act 2001 (FSRA)</i> • <i>Corporations Act 2001</i> • <i>Income Tax Assessment Act 1936</i> • <i>Superannuation Guarantee (Administration) Act (SGAA) 1992</i> • <i>Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Retirement Savings Account Act 1997</i> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i> • <i>Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i>

FNBSUP25A Establish, supervise & monitor systems within a superannuation organisation to conform with legislative and regulatory requirements

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Trustee Acts or Trust Acts in each State and Territory</i> • <i>Industrial legislation</i> • <i>Stamp duty legislation</i> • <i>Trade practices legislation</i> • <i>Other relevant State and Federal legislation</i>
Client service	<p>Client service may be pre, point of or post sale and may include:</p> <ul style="list-style-type: none"> • <i>Complaints handling</i> • <i>Timely and accurate documentation</i> • <i>Policy changes</i> • <i>Written communication</i> • <i>Inquiries</i> • <i>Appropriate personal contact</i> • <i>Records management</i> • <i>Reports</i>
Service standards	<p>Service standards may include:</p> <ul style="list-style-type: none"> • <i>Response times</i> • <i>Data availability</i> • <i>Procedures</i> • <i>Document presentation</i> • <i>Completion dates</i> • <i>Staff communication</i> • <i>Accuracy rates</i>
Feedback systems	<p>Feedback systems may be formal or informal, internal or external. Formal may include client surveys.</p>
Suppliers	<p>Suppliers include:</p> <ul style="list-style-type: none"> • <i>Insurance companies</i> • <i>Accountants</i> • <i>Consultants</i> • <i>Risk managers</i> • <i>Financial planners</i> • <i>Legal professionals</i> • <i>Auditors</i> • <i>Actuaries</i>

FNBSUP25A Establish, supervise & monitor systems within a superannuation organisation to conform with legislative and regulatory requirements

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Solicitors</i> • <i>Sales and marketing specialists</i> • <i>IT specialists</i> • <i>Fund administrators</i> • <i>Investment managers</i> • <i>Supplier terms of appointment can be formal or informal in accordance with legislative requirements.</i>
Human Resources	<p>Human resources may include:</p> <ul style="list-style-type: none"> • <i>General support staff</i> • <i>Client service representatives</i> • <i>Word processing operators</i> • <i>Specialists</i> • <i>Specific skilled personnel, eg., account managers /representatives</i> • <i>Receptionist</i>
Specialist consultant	<p>Specialist consultant may include:</p> <ul style="list-style-type: none"> • <i>Legal professionals</i> • <i>Risk managers</i> • <i>Accountants</i> • <i>Insurance company representatives</i> • <i>Auditors</i> • <i>Actuaries</i> • <i>Solicitors</i> • <i>Sales and marketing specialists</i> • <i>IT specialists</i> • <i>Trustees</i> • <i>Employer relationship managers</i> • <i>Investment managers</i> • <i>Custodians</i>
Training	<p>Training may include:</p> <ul style="list-style-type: none"> • <i>Accredited training delivered by a Registered Training Organisation</i> • <i>In-house (structured/unstructured)</i> • <i>Industry or common interest groups</i> • <i>External seminars</i> • <i>Induction training</i>

FNBSUP25A Establish, supervise & monitor systems within a superannuation organisation to conform with legislative and regulatory requirements

RANGE OF VARIABLES	
VARIABLE	SCOPE
Information systems	<p>Information systems can include:</p> <ul style="list-style-type: none"> • <i>Libraries including newspapers/journals</i> • <i>Computers (stand-alone and networks)</i> • <i>Manual card systems</i> • <i>Internal company communications</i>
Operational procedures	<p>Operational procedures include:</p> <ul style="list-style-type: none"> • <i>Service timetables/response times</i> • <i>Feedback mechanisms</i> • <i>Instruction sheets</i> • <i>Data input documents</i> • <i>Reports</i>
Client	<p>Client may include:</p> <ul style="list-style-type: none"> • <i>Members and employers</i> • <i>Potential members and employers</i> • <i>Beneficiaries and contingent beneficiaries</i> • <i>Other stakeholders</i>

EVIDENCE GUIDE

Critical aspects of evidence will include:

- *ability to test and assess the integrity of information*
- *knowledge of a wide range of available information sources*
- *ability to develop strategies to obtain information not readily available within a superannuation organisation*
- *ability to establish and meet time lines*
- *ability to identify and address factors which may affect research performance*
- *ability to identify and address factors which may affect client service performance*
- *ability to assess risks and benefits associated with using a range of products and services within a superannuation organisation*
- *ability to evaluate systems against requirements and form recommendations and/or make recommendations*
- *ability to assess the accuracy and relevance of information*
- *knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation and regulations*
- *ability to apply cost/benefit analysis to systems and procedures*

Interdependent assessment of units:

This unit can be assessed independently or in conjunction with other superannuation units.

Underpinning knowledge includes:

- *in depth knowledge of the superannuation process*
- *product knowledge*
- *relevant acts, regulations and codes of practice*
- *knowledge of administrative processes and systems*
- *knowledge of marketing and advertising processes*
- *knowledge of documentation systems including registry and library processes*
- *knowledge of human resources procedures*
- *knowledge of office information technology systems and software*
- *risk management strategies*
-

EVIDENCE GUIDE

Underpinning skills to be demonstrated may include:

- *pro-active and reactive management*
- *marketing*
- *communication*
- *customer relations/service*
- *computer hardware/software*
- *telephone techniques*
- *interpersonal*
- *data base management*
- *project management*
- *information interpretation*
- *administration*
- *organisation*
- *business writing*

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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.

Consistency in performance:

Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of superannuation products and/or services.

Context for 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.

Key competencies:

Utilisation of the key competencies in the performance of this unit.

Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)

Communi- cating ideas and information	Collecting, analysing, and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP26A

Prepare, supervise & monitor operational guidelines in a superannuation organisation

Stream:

Superannuation

National Code:

FNBSUP26A

Unit Description:

This unit describes the functions involved in implementing operational guidelines of the superannuation organisation. (Based on Financial Planning unit FNBFPS20A)

ELEMENT	PERFORMANCE CRITERIA
<p>1. Establish scope of the organisation</p>	<p>1. The scope of the superannuation organisation, including any service specialisations and restrictions, are identified and documented in the operational guidelines.</p> <p>2. Key external relationships are identified and documented in the operational guidelines.</p> <p>3. Intended client groups are identified and documented in the operational guidelines.</p>
<p>2. Identify legislation, regulations and codes of practice relevant to the organisation</p>	<p>1. The scope of the organisation is matched to legislation and regulations and compliance issues and procedures are identified.</p> <p>2. The scope of the organisation is matched to industry codes of practice.</p> <p>3. Compliance issues and procedures are incorporated into the operational guidelines.</p> <p>4. Ethical procedures and standards for the organisation are established and incorporated into the guidelines.</p>
<p>3. Establish strategies for the delivery of services</p>	<p>1. Key positions, personnel, job descriptions and authorities are established for the organisation and documented in the operational guidelines.</p> <p>2. Administrative procedures including information flow requirements are established and documented in the operational guidelines.</p> <p>3. Internal and external resources available to assist in the delivery of services to clients are identified and incorporated into the operational guidelines.</p>
<p>4. Arrange for distribution of information on operational guidelines</p>	<p>1. Operational guidelines are distributed to all relevant staff.</p> <p>2. Mechanisms for distributing updates and amendments are established.</p> <p>3. Opportunities for feedback and interpretation requests are established.</p> <p>4. Briefings for new staff on the guidelines are included as part of induction procedures.</p> <p>5. Sections of guidelines relevant to clients including client rights, performance standards, complaint procedures etc.,</p>

ELEMENT	PERFORMANCE CRITERIA
	are communicated to clients and displayed where appropriate.
5. Implement and monitor operational procedures and guidelines	<ol style="list-style-type: none"> 1. Client service is established to requirements in operational guidelines. 2. Reporting and monitoring procedures are established for: <ul style="list-style-type: none"> • research • client service • transactions • collection and processing of contributions &/or benefits • legislative and regulatory reporting requirements • on going services • professional and ethical practices. 3. Breaches of guidelines are identified and staff counselled where required.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Services	Services include all functions needed to support the provision of superannuation products and services. Services may be sourced internally or externally.
Organisations	Organisations may include: <ul style="list-style-type: none"> • <i>Superannuation funds</i> • <i>Service providers</i>
Administrative services	Administrative services may include: <ul style="list-style-type: none"> • Cleaning and maintenance • Travel and transportation • Accounting • Post • Data storage • Procurement • External consultants • Provision of utilities • Legal • Public relations • Courier

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • Warehousing • Printing • Security
Methods of communication	<p>Methods of communication may include:</p> <ul style="list-style-type: none"> • Meetings • Electronic • Individual and group • Writing • Verbal
Relevant legislation	<p>Relevant legislation and codes of practice may include:</p> <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>Financial Services Reform Act 2001 (FSRA)</i> • <i>Corporations Act 2001</i> • <i>The Income Tax Assessment Act 1936</i> • <i>Superannuation Guarantee (Administration) Act (SGAA) 1992</i> • <i>Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Retirement Savings Account Act 1997</i> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i> • <i>Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i> • <i>Trustee Acts or Trust Acts in each State and Territory</i> • <i>Industrial legislation</i> • <i>Stamp Duty legislation</i> • <i>Trade Practices legislation</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • Other relevant State and Federal legislation
Client service	<p>Client service may be pre, point of or post sale and may include:</p> <ul style="list-style-type: none"> • Complaints handling • Timely and accurate documentation • Policy changes • Written communication • Inquiries • Conservation activity • Reports
Service standards	<p>Service standards may include:</p> <ul style="list-style-type: none"> • Response times • Data availability • Procedures • Document presentation • Completion dates • Staff communication • Accuracy rates
Feedback systems	<p>Feedback systems may be formal or informal, internal or external. Formal may include client surveys.</p>
Human Resources	<p>Human resources may include:</p> <ul style="list-style-type: none"> • General support staff • Client service representatives • Word processing operators • Specialists • Specific skilled personnel, eg., account managers /representatives • Receptionist
Training	<p>Training may include:</p> <ul style="list-style-type: none"> • <i>Accredited training delivered by a Registered Training Organisation</i> • In-house (structured/unstructured) • Industry or common interest groups • External seminars • Induction training

RANGE OF VARIABLES	
VARIABLE	SCOPE
Information systems	<p>Information systems can include:</p> <ul style="list-style-type: none"> • Libraries including newspapers/journals • Computers (stand-alone and networks) • Media • Manual card systems • Internal company communications
Operational procedures	<p>Operational procedures include:</p> <ul style="list-style-type: none"> • Service timetables/response times • Feedback mechanisms • Instruction sheets • Data input documents • Reports

EVIDENCE GUIDE
<p>Interdependent assessment of units:</p> <p>This unit should be assessed in conjunction with unit <i>FNBSUP25A Establish, supervise and monitor superannuation systems to conform with legislative and regulatory requirements.</i></p>
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • ability to test and assess the integrity of information • knowledge of a wide range of available information sources • ability to develop strategies to attain information not readily available within a practice • ability to establish and meet time lines • ability to identify and address factors which may affect fund performance • ability to identify and address factors which may affect client service performance • ability to assess risks and benefits associated with using a range of products and services within a fund • ability to evaluate systems against fund requirements and form recommendations and/or make recommendations • ability to assess the accuracy and relevance of information • knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation and regulations • ability to apply cost/benefit analyses to systems and procedures

EVIDENCE GUIDE

Underpinning knowledge includes:

- in depth knowledge of the superannuation process according to the needs indicated in the performance criteria
- product knowledge
- relevant acts, regulations and codes of practice
- knowledge of administrative processes and systems
- knowledge of marketing and advertising processes
- knowledge of documentation systems including registry and library processes
- knowledge of human resources procedures
- knowledge of office information technology systems and software
- risk management strategies

Underpinning skills to be demonstrated may include:

- strategy development
- pro-active and reactive management
- marketing
- communication
- customer relations/service
- computer hardware/software
- telephone techniques
- interpersonal
- data base management
- project management
- information interpretation
- administration
- organisation
- business writing
- business planning
- entrepreneurialism

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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.

Consistency in performance:

Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of superannuation products and/or services.

EVIDENCE GUIDE						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP27A**Liaise with and support trustees****Stream:****Superannuation****National Code:****FNBSUP27A****Unit Description:**

This unit describes the functions involved in providing ongoing communication with trustees and implementing trustee decisions.

ELEMENT	PERFORMANCE CRITERIA
1. Determine trustee requirements	1. Communication and documentation requirements of trustees are established. 2. Support requirements of trustee is established. 3. Legislative and regulatory requirements in trustee liaisons are established. 4. Operational procedure for working with trustee is implemented.
2. Provide administrative support to trustee	5. Reports, papers and documents are prepared for trustees as required. 6. Trustee is kept updated with fund administration process and progress. 7. Trustee is provided with required information to implement trustee responsibilities. 8. Organisational and administrative issues are resolved whenever possible and appropriate. 9. Documentation on behalf of trustee is managed.
3. Make recommendations to trustee	1. Organisational performance is reported to trustee with explanations for standards achieved. 2. Recommendations for organisational improvements are made to trustee. 3. Trustee is provided with recommendations for decisions on outsourced services and fund personnel. 4. Trustee is provided with recommendations for ensuring compliance.
4. Implement trustee decisions	5. Trustee decisions are clearly defined and implications identified. 6. Trustee decisions are communicated to appropriate personnel. 7. The implementation of trustee decisions is initiated, supervised and monitored. 8. Confirmation of implementation is provided to trustee.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Work contexts	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Where role required first hand liaison and reporting to trustee.</i>
Legislative and regulatory requirements	<p>Legislative and regulatory requirements may include:</p> <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>Financial Services Reform Act 2001 (FSRA)</i> • <i>Corporations Act 2001</i> • <i>Income Tax Assessment Act 1936</i> • <i>Superannuation Guarantee (Administration) Act (SGAA) 1992</i> • <i>Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Retirement Savings Account Act 1997</i> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i> • <i>Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i> • <i>Trustee Acts or Trust Acts in each State and Territory</i> • <i>Industrial legislation</i> • <i>Stamp Duty legislation</i> • <i>Trade Practices legislation</i> • <i>Other relevant State and Federal legislation</i>
Reports, papers and documents	<p>Reports, papers and documents may include:</p> <ul style="list-style-type: none"> • <i>Board papers</i> • <i>Investment reports</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Death & disability benefit payments</i> • <i>Statutory reports</i> • <i>Compliance reports</i> • <i>Other reports as required</i>
Required information	<p>Required information may include:</p> <ul style="list-style-type: none"> • <i>Organisational performance</i> • <i>Investment performance</i> • <i>Complaints proceedings</i> • <i>Compliance issues</i> • <i>Human resource issues</i> • <i>Marketing issues</i> • <i>Research</i> • <i>Industry trends</i>
Organisational and administrative issues	<p>Organisational and administrative issues may include:</p> <ul style="list-style-type: none"> • <i>Staffing issues</i> • <i>Performance issues</i> • <i>Documentation issues</i> • <i>IT issues</i> • <i>Complaints</i> • <i>Outsourced service issues</i> • <i>Severe financial hardship case applications</i>
Documentation management	<p>Documentation management may include:</p> <ul style="list-style-type: none"> • <i>Taking and distribution of minutes</i> • <i>Statutory documentation retention</i> • <i>Archiving</i>
Outsourced services	<p>Outsourced services may include:</p> <ul style="list-style-type: none"> • <i>Auditors</i> • <i>Actuaries</i> • <i>Solicitors</i> • <i>Sales and marketing specialists</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>IT specialists</i> • <i>Trustees</i> • <i>Employer relationship managers</i> • <i>Insurers</i> • <i>Investment managers</i>

EVIDENCE GUIDE
<p>Critical aspects of competency:</p> <p>Competency must be demonstrated in the ability to effectively liaise with and support trustees. In particular, the assessor should look to see that the candidate can:</p> <ul style="list-style-type: none"> • <i>monitor compliance with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>identify relevant regulatory issues</i> • <i>ability to monitor specialist services</i> • <i>prepare documentation according to the needs of trustees</i> • <i>prepare required communications according to trustee and compliance requirements</i> • <i>effectively manage others</i> • <i>implement trustee decisions</i> • <i>assess organisational performance</i> • <i>make recommendations for improvement to fund service and performance</i> • <i>establish performance criteria</i> • <i>implement high level communication and negotiation skills</i>
<p>Interdependent assessment of units:</p> <p>This unit can be assessed independently or in conjunction with other superannuation units.</p>

EVIDENCE GUIDE

Underpinning knowledge includes:

- *features, compliance and reporting requirements of the Superannuation Industry (Supervision) Act, Taxation Act, Corporations Act and other relevant legislation*
- *timeframe requirements for compliance reports for specialist services*
- *organisational procedures for ensuring PS146 compliance*
- *organisational procedures for managing specialist services*
- *communication and documentation requirements of trustees*
- *performance management procedures*
- *documentation management requirements*
- *role and responsibilities of trustees*
- *risk management strategies*

Underpinning skills to be demonstrated may include:

- *high level communication and negotiation*
- *documentation*
- *ability to assess validity and usefulness of information*
- *ability to effectively manage others*
- *ability to effectively manage change and integrate new information and procedure*
- *project management*

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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.

Consistency in performance:

Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of superannuation products and/or services.

Context for 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.

EVIDENCE GUIDE						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP28A**Manage official complaints procedures and proceedings****Stream:****Superannuation****National Code:****FNBSUP28A****Unit Description:**

This unit describes the functions involved in managing the implementation of internal complaints procedures and processes engaged by the Superannuation Complaints Tribunal (SCT) or other external dispute bodies.

ELEMENT	PERFORMANCE CRITERIA
1. Audit internal complaints procedures	<ol style="list-style-type: none"> 1. Current compliance requirements for complaints procedures is assessed. 2. Performance of internal complaints procedure is assessed. 3. Organisational compliance with current requirements is investigated and assessed. 4. Areas of non-compliance or required change are identified. 5. Process for establishment of and/or improvement to formal internal complaints procedure is implemented.
2. Management of complaints is assessed	<ol style="list-style-type: none"> 1. Documentation and communication of complaints according to organisational standards and compliance requirements is assured. 2. Training is provided to ensure complaints are handled according to organisational standards and legislative requirements. 3. System improvements are implemented according to findings of complaints audit. 4. Outcomes of complaints procedure are communicated to trustee and complainant.
3. Provide conciliation in complaints disputes	<ol style="list-style-type: none"> 1. Unresolved complaints are investigated according to organisational procedures. 2. Details of complaint are checked. 3. Conciliation procedures are initiated and implemented with complainant according to organisational guidelines. 4. If successful, conciliation outcomes are implemented. 5. Unsuccessful complaints are processed according to organisational guidelines.
4. Represent the trustee in formal external proceedings	<ol style="list-style-type: none"> 1. Case for external proceedings is prepared. 2. Documentation is prepared. 3. Trustee is informed of, and involved in, proceedings as

ELEMENT	PERFORMANCE CRITERIA
	<p>required.</p> <p>4. Trustee is represented at external proceedings.</p> <p>5. Legal representatives are liaised with as required.</p>
<p>5. Implement findings of the external proceedings</p>	<p>1. Outcomes of external proceedings are communicated with trustee.</p> <p>2. Findings of external proceedings are implemented as required.</p> <p>3. Further assessment of complaint is pursued internally or externally, to minimise possibility of repeat complaint.</p>

RANGE OF VARIABLES	
VARIABLE	SCOPE
<p>Work contexts</p>	<p>Work contexts where this unit may apply include:</p> <ul style="list-style-type: none"> • <i>Formally designated complaints officers or teams.</i>
<p>Organisational standards</p>	<p>Organisational standards may include set objectives for:</p> <ul style="list-style-type: none"> • <i>Professional service</i> • <i>Positive relationships with members</i> • <i>Minimal complaints</i> • <i>Compliance</i> • <i>Equity</i>
<p>Communication</p>	<p>Communication may be by:</p> <ul style="list-style-type: none"> • <i>Written documentation (brochures / letter)</i> • <i>Verbal interaction (by phone / in person)</i> • <i>Electronic communication</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Organisational procedures	<p>Organisational procedures may include:</p> <ul style="list-style-type: none"> • <i>System / computer procedures</i> • <i>Best practice standards</i> • <i>Regulatory requirements</i> • <i>Internal communications</i> • <i>Codes of practice</i> • <i>Documentation and filing procedures</i> • <i>Legislative requirements</i>

EVIDENCE GUIDE
<p>Critical aspects of competency:</p> <p>Competency must be demonstrated in the ability to effectively manage complaints procedures. In particular, the assessor should look to see that the candidate can:</p> <ul style="list-style-type: none"> • <i>test and assess the integrity of information</i> • <i>ensure compliance with company policies and guidelines, industry codes of practice and relevant legislation</i> • <i>effectively work with the Superannuation Complaints Tribunal and other external dispute bodies</i> • <i>meet the requirements for compliance in complaints procedures</i> • <i>maintain and manage documentation systems according to compliance requirements</i> • <i>ensure member communications on complaints procedures are provided</i> • <i>prepare documentation and reports for Superannuation Complaints Tribunal and other external dispute bodies</i> • <i>effectively manage and can arrange conciliation of disputes</i> • <i>support staff to manage disputes</i> • <i>provide staff training in communication and handling complaints</i> • <i>communicate professionally in stressful situations</i> • <i>assess the performance of procedures</i> • <i>effectively and professionally represent the fund in court proceedings</i>
<p>Interdependent assessment of units:</p> <p>This unit can be assessed independently or in conjunction with other superannuation units.</p>

EVIDENCE GUIDE

Underpinning knowledge includes:

- *features, compliance and reporting requirements of the Superannuation (Resolution of Complaints) Act 1993*
- *SIS legislation*
- *timeframe requirements for compliance in complaints procedures*
- *compliance responsibilities for complaints documentation*
- *organisational standards and guidelines for handling complaints*
- *legal implications of non-compliance in complaints procedures*
- *ASIC guidelines for providing information*
- *Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)*
- *organisational information, documentation and communication systems*
- *procedure and requirements for SCT*
- *risk management strategies*

Underpinning skills to be demonstrated may include:

- *management*
- *communication and negotiation*
- *high level analytical and interpretative skills*
- *research and documentation*
- *numeracy and literacy*
- *decision making and problem solving*
- *ability to use comparative analysis*
- *ability to assess validity and usefulness of information*
- *training*

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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.

Consistency in performance:

Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of superannuation products and/or services.

EVIDENCE GUIDE						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP29A**Integrate investment strategy with fund operations****Stream:****Superannuation****National Code:****FNBSUP29A****Unit Description:**

This unit describes the functions involved in integrating the fund's investment strategies into fund administration operations.

ELEMENT	PERFORMANCE CRITERIA
1. Obtain specialist investment advice	1. Specialist investment expertise required by the organisation are sourced and retained. 2. Performance benchmarks are received from trustee. 3. Specialists are provided with information required to determine strategic options for investment. 4. Investment procedure is established. 5. Development of investment strategy is facilitated.
2. Manage investment compliance requirements	1. Legislation, regulations and compliance issues relating to investment are identified. 2. Investment strategy is assessed for compliance. 3. Compliance issues and procedures are incorporated into the investment strategy. 4. Performance outcomes are established. 5. Ongoing monitoring of compliance is ensured.
3. Implement investment strategy	1. Liaison is provided with custodian/trustees to determine procedure to implement investment strategy. 2. Transfer of funds to investment manager is managed. 3. Liaison is provided with banks and financial services to facilitate strategy. 4. Direct fund investments are implemented.
4. Monitor and report on investment strategy	1. Regular investment reports are prepared for trustee and investment managers, as required. 2. Documentation of investment transactions is managed. 3. Investment performance is monitored and reported on as required. 4. Compliance of investment strategy is monitored.
5. Evaluate investment strategy	1. Investment performance is reviewed and assessed. 2. Performance is evaluated against trustee set benchmarks. 3. Performance is compared with industry indices and market

ELEMENT	PERFORMANCE CRITERIA
	<p>conditions.</p> <p>4. Performance evaluation is provided to trustee.</p>

RANGE OF VARIABLES	
VARIABLE	SCOPE
<p>Information required to determine strategic options</p>	<p>Information required to determine strategic options may include:</p> <ul style="list-style-type: none"> • <i>Organisational benchmarks</i> • <i>Types of managed funds</i> • <i>Risk</i> • <i>Return</i> • <i>Asset classes</i> • <i>Investment strategies</i> • <i>Stock selection</i>
<p>Relevant legislation</p>	<p>Relevant legislation and codes of practice may include:</p> <ul style="list-style-type: none"> • <i>Superannuation Industry (Supervision) Act 1993 (SIS)</i> • <i>Superannuation Industry (Supervision) Regulations 1994</i> • <i>Financial Services Reform Act 2001 (FSRA)</i> • <i>Corporations Act 2001</i> • <i>Income Tax Assessment Act 1936</i> • <i>Superannuation Guarantee (Administration) Act (SGAA) 1992</i> • <i>Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge)</i> • <i>Retirement Savings Account Act 1997</i> • <i>Superannuation (Resolution of Complaints) Act 1993</i> • <i>Superannuation (Unclaimed Moneys and Lost Members) Act 1999</i> • <i>Family Law Legislation Amendment Superannuation Act 2001</i> • <i>Insurance Act</i> • <i>Privacy Amendment Act (Private Sector) 2000 (the Privacy Act)</i> • <i>Anti-discrimination legislation (Federal and State)</i> • <i>Trustee Acts or Trust Acts in each State and Territory</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
	<ul style="list-style-type: none"> • <i>Industrial legislation</i> • <i>Stamp duty legislation</i> • <i>Trade practices legislation</i> • <i>Other relevant State and Federal legislation</i>

EVIDENCE GUIDE
<p>Interdependent assessment of units: This unit can be assessed independently or in conjunction with other superannuation units.</p>
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>ability to interpret investment strategy benchmarks</i> • <i>ability to obtain and monitor specialist investment advice</i> • <i>ability to manage implementation of investment strategy</i> • <i>ability to establish and meet time lines</i> • <i>ability to identify and address factors which may affect fund performance</i> • <i>ability to evaluate investment strategy</i> • <i>ability to ensure compliance</i> • <i>ability to effectively report on and document investment strategy</i> • <i>ability to assess the accuracy and relevance of information</i> • <i>knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation and regulations</i>

EVIDENCE GUIDE
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • <i>in depth knowledge of the superannuation investment process according to the needs indicated in the trustee set benchmarks</i> • <i>in depth knowledge of options and strategies for superannuation strategies</i> • <i>knowledge of relevant acts, regulations and codes of practice</i> • <i>knowledge of administrative processes and systems for investment strategy</i> • <i>knowledge of documentation requirements</i> • <i>knowledge of a range of specialist investment services and investment vehicles, including:</i> <ul style="list-style-type: none"> – <i>custodians</i> – <i>asset consultants</i> – <i>investment managers</i> – <i>pooled superannuation trusts</i> • <i>knowledge of SIS requirements for trustees and investment managers</i> • <i>knowledge of contractual arrangements for specialist services</i> • <i>risk management strategies</i>
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>pro-active and reactive management</i> • <i>communication and documentation</i> • <i>project management</i> • <i>information interpretation</i> • <i>administration</i> • <i>organisation</i> • <i>business writing</i> • <i>business planning</i> • <i>entrepreneurialism</i> • <i>ability to implement and monitor investment systems</i>
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of superannuation products and/or services.</p>

EVIDENCE GUIDE						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP30A**Manage the selection and implementation of IT systems****Stream:****Superannuation****National Code:****FNBSUP30A****Unit Description:**

This unit describes the functions involved in selecting and implementing information technology (IT) systems designed to meet the operational and compliance requirements of the organisation.

ELEMENT	PERFORMANCE CRITERIA
1. Establish organisational IT requirements	1. Current operational practices and IT processes are assessed. 2. Documentation requirements to ensure compliance are identified. 3. Performance of current superannuation software is assessed. 4. Current and future IT requirements are identified. 5. Performance requirements for IT systems are established.
2. Review and select required superannuation IT systems	1. Available superannuation software programs are reviewed. 2. Hardware requirements are assessed. 3. Required hardware and software components most suited to organisational requirements are selected. 4. Required components are attained.
3. Manage the integration and implementation of IT systems	1. Technical services are engaged to integrate and implement IT systems and/or components. 2. Staff are informed about IT changes. 3. Training is provided to staff using IT systems. 4. New systems are tested for accuracy. 5. Organisational operational procedures are integrated with IT systems. 6. Feedback on new systems/components is researched.
4. Monitor and report on IT systems	1. Regular IT reports are prepared for trustee as required. 2. Documentation from IT systems is managed. 3. IT performance is monitored and reported on as required. 4. Compliance of IT systems is monitored. 5. IT effectiveness in meeting organisational requirements is evaluated and reported on.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Performance requirements for IT systems	Performance requirements for IT systems may include: <ul style="list-style-type: none"> • Organisational benchmarks • Documentation • Database access • Client records management • Transaction processing • Calculations • Reports • Ease of use • Compatibility with other systems • Effectiveness • Reliability • Accuracy

EVIDENCE GUIDE
Interdependent assessment of units: This unit can be assessed independently or in conjunction with other superannuation units.
Critical aspects of evidence will include: <ul style="list-style-type: none"> • ability to interpret IT system benchmarks • ability to obtain and monitor specialist IT services • ability to manage implementation of IT systems • ability to establish and meet time lines • ability to identify and address factors which may affect IT performance • ability to evaluate IT systems • ability to ensure compliance • ability to effectively report on and document IT performance • ability to assess the accuracy and reliability of IT systems • knowledge and application of compliance with company policies and guidelines, industry codes of practice and relevant legislation and regulations

EVIDENCE GUIDE
<p>Underpinning knowledge includes:</p> <ul style="list-style-type: none"> • knowledge of relevant acts, regulations and codes of practice • knowledge of administrative processes and systems for fund administration • knowledge of documentation requirements • knowledge of range of specialist superannuation IT systems and software • risk management strategies
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • pro-active and reactive management • communication and documentation • project management • information interpretation • administration • organisation • ability to monitor and evaluate IT systems •
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of superannuation products and/or services.</p>
<p>Context for assessment:</p> <p>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.</p>

EVIDENCE GUIDE						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP31A**Identify and evaluate marketing opportunities in the superannuation industry****Stream:****Superannuation****National Code:****FNBSUP31A****Unit Description:**

This unit covers evaluating market data, defining new and emerging market trends and assessing the viability of new product development to take advantage of marketing opportunities.

ELEMENT	PERFORMANCE CRITERIA
1. Identify trends and opportunities in the superannuation industry	<ol style="list-style-type: none"> 1. Information on current and emerging needs of the market and the superannuation organisation is analysed to identify marketing opportunities. 2. The business plan is reviewed to identify organisational objectives. 3. Emerging trends and external influences on the superannuation industry are identified. 4. Opportunities to enter, shape or influence current and/or potential markets are identified and researched. 5. Potential new products are identified and researched. 6. Entrepreneurial, innovative approaches and creative ideas are explored for their potential business application and contribution to the business.
2. Investigate marketing and product development opportunities	<ol style="list-style-type: none"> 1. Opportunities are identified and analysed in terms of their likely fit with the organisation's goals and capabilities. 2. Each opportunity is evaluated to determine its impact on current business and customer base. 3. An assessment of external factors, costs, benefits, risks and opportunities is used to determine the financial viability of each marketing opportunity. 4. Probable returns on investment and potential competitors are determined. 5. Marketing opportunities are described and ranked in terms of their viability and likely contribution to the business.
3. Assess legislative compliance of marketing opportunities	<ol style="list-style-type: none"> 1. Legislative and regulatory guidelines applicable to marketing opportunities are identified. 2. Marketing opportunities are examined for compliance with relevant legislation. 3. Marketing opportunities not meeting compliance requirements are rejected or modified accordingly. 4. Marketing proposals clearly define relevant legislative compliance issues.

ELEMENT	PERFORMANCE CRITERIA
4. Evaluate required changes to current operations	<ol style="list-style-type: none"> 1. Changes needed to current operations to take advantage of viable marketing opportunities are identified and documented. 2. Organisational changes to service an increased/different customer base include provision for continued quality of service to existing customers. 3. Resource requirements for changed operations are estimated. 4. The viability of making changes to current operations is determined and communicated to key stakeholders.
5. Develop marketing proposals	<ol style="list-style-type: none"> 1. Marketing concepts are clearly described and defined. 2. Viability assessments for marketing concepts are provided. 3. Marketing strategy is detailed. 4. Proposals are prepared in a manner that assists in the decision-making process for marketing development. 5. Additional information is provided to support marketing proposals as required.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Market and business information	<p>Market and business information may include:</p> <ul style="list-style-type: none"> • <i>Government policy developments</i> • <i>Market trends and developments</i> • <i>Comparative market information</i> • <i>Competitors' performance</i> • <i>Customer requirements</i> • <i>New and emerging markets</i> • <i>Legal and ethical requirements</i> • <i>Sales figures</i> • <i>Market share</i> • <i>Profitability</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Marketing	Marketing may include: <ul style="list-style-type: none"> • <i>Marketing of goods</i> • <i>Services marketing</i> • <i>Ideas marketing</i> • <i>Public sector marketing</i> • <i>Direct marketing</i> • <i>Telemarketing</i> • <i>Business-to-business marketing</i>
New markets	New markets may include: <ul style="list-style-type: none"> • <i>Segment of the market not currently penetrated</i> • <i>Export market</i> • <i>E-commerce</i>
Contribution to the business	Contribution to the business may include: <ul style="list-style-type: none"> • <i>Effect on sales volume</i> • <i>Market share</i> • <i>Profitability</i> • <i>Growth</i>
Evaluation decisions	Evaluation decisions may include: <ul style="list-style-type: none"> • <i>Knock out factors</i> • <i>Scored criteria</i> • <i>Weighted criteria</i> • <i>Present value analysis</i> • <i>Return on investment</i>
External factors	External factors may include: <ul style="list-style-type: none"> • <i>Legislation</i> • <i>Regulations</i> • <i>Codes of practice</i> • <i>Policies and guidelines</i> • <i>Government policies</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Resource requirements	Resource requirements may include: <ul style="list-style-type: none"> • <i>research and development</i> • <i>equipment</i> • <i>re-tooling</i> • <i>additional staff</i> • <i>staff training</i> • <i>production costs</i> • <i>promotional costs</i> • <i>distribution costs</i>
Key stakeholders	Key stakeholders may include: <ul style="list-style-type: none"> • <i>marketing personnel</i> • <i>finance staff</i> • <i>managers</i> • <i>supervisors</i> • <i>administration staff</i> • <i>human resource staff</i> • <i>members</i> • <i>trustees</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Legislative and regulatory guidelines	<p>Legislative and regulatory guidelines may include guidelines covered by:</p> <ul style="list-style-type: none"> • Superannuation Industry (Supervision) Act 1993 (SIS) • Superannuation Industry (Supervision) Regulations 1994 • Financial Services Reform Act 2001 (FSRA) • Corporations Act 2001 • Income Tax Assessment Act 1936 • Superannuation Guarantee (Administration) Act (SGAA) 1992 • Superannuation Contributions Tax (Assessment and Collection) Act 1997 (surcharge) • Retirement Savings Account Act 1997 • Superannuation (Resolution of Complaints) Act 1993 • Superannuation (Unclaimed Moneys and Lost Members) Act 1999 • The Family Law Legislation Amendment Superannuation Act 2001 • Insurance Act • Privacy Amendment Act (Private Sector) 2000 (the Privacy Act) • Anti-discrimination legislation (Federal and State) • Trustee Acts or Trust Acts in each State and Territory • Industrial legislation • Stamp Duty legislation • Trade practices legislation • Other relevant State and Federal legislation

EVIDENCE GUIDE

Critical aspects of evidence will include:

- *integrated demonstration of all elements of competency and their performance criteria*
- *documentation of processes for identifying new markets and finding entrepreneurial, innovative and creative options*
- *demonstrated comprehensive knowledge of:*
 - *the superannuation industry, industry regulations and codes of practice*
 - *roles of associated superannuation advisers*
 - *sales and marketing methodologies*
- *demonstrated high level communication, interpersonal, negotiation skills*
- *ability to establish, monitor and support work related relationships managed by organisational representatives*
- *ability to develop marketing strategies which comply with legislative and regulatory guidelines*
- *ability to research market trends and opportunities*
- *ability to develop marketing proposals*

Interdependent assessment of units:

This unit can be assessed independently or in conjunction with other superannuation units.

Underpinning knowledge includes:

- the superannuation industry including the terms of the Acts and Regulations affecting the industry
- the role of the superannuation service providers and the superannuation organisation
- the impact of relevant legislation on product development
- services available in the superannuation industry
- service risk factors and relationship to return expectations
- relevant codes of practice
- the processes of effective communication
- principles of effective negotiation
- market forces and trends in the superannuation industry
- market competition
- risk management strategies
- marketing processes and considerations
- business plan objectives

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • documentation skills • interpersonal and communication skills • research skills • entrepreneurial • ability to develop marketing concepts and proposals • viability assessment 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Competency is demonstrated by performance of all stated criteria including the Range of Variables applicable to the particular workplace environment and should cover a representative range of superannuation products and/or services.</p>						
<p>Context for assessment:</p> <p>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.</p>						
<p>Key competencies:</p> <p>Utilisation of the key competencies in the performance of this unit.</p> <p>Level of utilisation of key competencies (1 – perform; 2 – administer; 3 – design)</p>						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP35A**Establish and Maintain Fund or Plan****Stream:****Insurance Operations - Corporate Superannuation****Functional Area:****This is a specialist unit within Certificate IV in Financial Services****National Code:****FNBSUP35A****Unit Description:****This unit describes the functions involved in establishing and maintaining a corporate superannuation fund or plan.**

ELEMENT	PERFORMANCE CRITERIA
1. Interpret fund or plan details	1. Fund or plan is established according to the instructions provided and the trust deed and relevant regulations. 2. Information on new fund or plan is clarified as required to ensure details are consistent with tender or marketing proposal.
Specialist advice is obtained as appropriate	3. Advice is obtained promptly to ensure comprehensive technical information is available as required.
Establish systems and administrative procedures to meet requirements	4. System and administrative procedures are designed, tested and implemented to achieve specified performance targets effectively, reliability and within capacity. 5. Appropriate systems, procedures, policies or operating guidelines are comprehensively documented. 6. Responsibility for ongoing administration is assigned according to skill, knowledge and performance profiles of staff.
Create client records	7. New client data is established in required format, according to company procedures and within required timeframes. 8. System data is validated against original regularly to ensure accuracy.
Update plan for plan design or statutory changes	9. Fund documents and/or trust deeds are amended in line with updated design specifications in compliance with relevant legislation. 10. Systems processes are updated and regularly validated to reflect changes in benefits, preserved amounts or other government changes. 11. Procedures, policies or operating guidelines are updated in an accurate and timely manner. 12. Changes are promptly communicated to members.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Funds	<p>This unit applies to new, acquired or merged funds.</p> <p>The new fund or plan may include relevant insurance companies or other enhancements, which may be separately tendered.</p>
Specialist advice	<p>Specialist advice may include:</p> <ul style="list-style-type: none"> • <i>actuarial</i> • <i>financial</i> • <i>insurance</i> • <i>legal</i> • <i>investment</i>
Details	<p>Details may be found on:</p> <ul style="list-style-type: none"> • <i>fund/plan tender documentation</i> • <i>policies</i> • <i>key features statements</i> • <i>trust deed</i> • <i>industrial or enterprise agreements</i>
Instructions	<p>Instructions may be received from:</p> <ul style="list-style-type: none"> • <i>trustees</i> • <i>legal and financial advisors</i> • <i>consultants</i> • <i>members</i> • <i>actuaries</i> • <i>fund designer</i> • <i>accountants</i>
Plan design	<p>Plan design may be Defined Benefit, Accumulation or combination of both.</p>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <ul style="list-style-type: none"> • <i>overall understanding of applicability of fund procedures</i> • <i>attention to detail and accuracy</i> • <i>project management skills</i>
<p>Interdependent assessment of units:</p> <p>Competency in these units should be demonstrated either prior to, or in conjunction with, assessment of the current unit.</p> <p><i>FNBF01A - Work Within a Financial Services Context</i></p> <p><i>FNBF02A - Communicate in the Workplace</i></p> <p><i>FNBF03A - Work as Part of a Team</i></p> <p><i>FNBF04A - Use Technology in the Workplace</i></p> <p><i>FNBF05A - Apply Health and Safety Practices in the Workplace</i></p> <p><i>FNBF06A - Resolve Customer Complaints</i></p> <p><i>FNBCOM08A - Collect, Assess and Use Information</i></p> <p><i>FNBCOM09A - Collate Information and Prepare Reports</i></p> <p><i>FNBSUP37A - Maintain Employer and Member Records</i></p>
<p>Underpinning knowledge may include:</p> <ul style="list-style-type: none"> • <i>plan design</i> • <i>SIS legislation</i> • <i>superannuation systems and procedures</i> • <i>relevant tax legislation</i> • <i>company products and procedures</i> • <i>computer systems</i>
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>organisation</i> • <i>analytical techniques</i> • <i>project management</i> • <i>research and report writing</i>
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>Assessment should be conducted after implementation of the plan provides an indication of its success. Assessment should cover preparation and research and should take account of reasons for decisions and directions taken in the plan.</p>

EVIDENCE GUIDE						
Context for 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.						
Key competencies:						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP36A**Review Compliance with Regulatory and Contractual Requirements**

Stream:	Insurance Operations - Corporate Superannuation
Functional Area:	Manage quality financial/business processes
National Code:	FNBSUP36A
Unit Description:	This unit describes the functions involved in reviewing compliance with regulatory and contractual requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Identify performance requirements	<ol style="list-style-type: none"> 1. Requirements are identified in accordance with trustee, regulatory, operating guidelines and tender documentation. 2. Requirements are developed and fully documented which provide for effective operations and are readily measurable
2. Develop and implement systems and procedures to meet requirements	<ol style="list-style-type: none"> 1. Action plans to meet requirements are prepared. 2. Appropriate operation guidelines, policies and procedures are established and implemented. 3. Contingency plans are developed to ensure requirements are met in extraordinary situations.
3. Monitor compliance with required performance	<ol style="list-style-type: none"> 1. Performance requirements are reviewed against each fund or plan regularly to ensure compliance. 2. Procedures, guidelines and policies are altered in response to changed circumstances and performance variation.
4. Report and advise on required changes	<ol style="list-style-type: none"> 1. All fund performance reviews are fully documented. 2. Anomalies and variations are identified and reported promptly. 3. Advice and recommendations for change are supported by effective action plans.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Performance	<p>Performance may be determined by:</p> <ul style="list-style-type: none"> • <i>relevant legislation</i> • <i>trustee requirements</i> • <i>company policy</i> • <i>audit requirements</i>
Performance indicators	<p>Typical performance indicators might be:</p> <ul style="list-style-type: none"> • <i>turnaround times</i> • <i>fund performance comparisons</i> • <i>level of customer complaints</i>
Requirements	<p>Requirements may be documented in:</p> <ul style="list-style-type: none"> • <i>policy manuals</i> • <i>agreements</i> • <i>system specifications</i> • <i>contracts</i> • <i>operations guides</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <p>Complete knowledge of regulatory and contractual requirements and how they are applied in the organisation. Thorough approach to reviewing existing procedures and identifying need for changes to promote compliance.</p>
<p>Interdependent assessment of units:</p> <p>This unit should be assessed after competency has been demonstrated in unit:</p> <p><i>FNBSUP35A - Establish and Maintain Fund or Plan</i></p>
<p>Underpinning knowledge may include:</p> <ul style="list-style-type: none"> • <i>plan design</i> • <i>SIS legislation</i> • <i>superannuation systems and procedures</i> • <i>relevant tax legislation</i> • <i>company products and procedures</i> • <i>computer systems</i> • <i>customer analysis/service focus</i>

EVIDENCE GUIDE						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>interpersonal/negotiation</i> • <i>organisation</i> • <i>analytical techniques</i> • <i>priority management</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Assessment should cover a period of performance review of compliance guidelines and procedures. Ongoing monitoring or processes for it should also be assessed over a retrospective period that adequately tests monitoring guidelines and methods.</p>						
<p>Context for assessment:</p> <p>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.</p>						
Key competencies:						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP37A**Maintain Employer and Member Records****Stream:****Insurance Operations - Corporate Superannuation****Functional Area:****This is a specialist unit within the Certificate III in Financial Services****National Code:****FNBSUP37A****Unit Description:****This unit describes the functions involved in processing, updating and maintaining member and employer records.**

ELEMENT	PERFORMANCE CRITERIA
1. Allocate contributions	<ol style="list-style-type: none"> 1. Validity of the allocations is correctly assessed against operational guidelines. 2. Contributions are allocated in accordance with employers or trustees instructions and company requirements. 3. Contribution anomalies are identified, suspended and promptly resolved.
2. Update personal details	<ol style="list-style-type: none"> 1. Regular review documentation is prepared for checking according to company procedures. 2. Details are checked for validity and relevant documentation obtained where required. 3. New and additional information is accurately updated within company procedures. 4. Advices and acknowledgments are issued promptly according to company procedures. 5. Documentation is stored according to procedures.
3. Process deductions and credits	<ol style="list-style-type: none"> 1. All required deductions or credits are accurately made at required frequency. 2. Deductions and credits are validated on a regular basis according to company procedures and trustee instructions.
4. Follow-up outstanding contributions	<ol style="list-style-type: none"> 1. Employer contributions are reviewed regularly to identify outstanding contributions. 2. Follow-up is implemented in accordance with trustee instructions and company procedures.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Systems	Systems may be manual or computerised.
Instructions	<p>Employer or trustee instructions may be documented in:</p> <ul style="list-style-type: none"> • <i>contracts</i> • <i>business rules</i> • <i>board minutes</i> • <i>variations</i> • <i>agreements</i> • <i>letters to service providers</i>
Contributions	Contribution frequency may vary from weekly, fortnightly, monthly, annually.
Information	Information may be transferred on disk, paper listings or electronically.
Review documentation	<p>Regular review documentation includes:</p> <ul style="list-style-type: none"> • <i>regular statements</i> • <i>annual review lists</i> • <i>employer and trustee letters</i> • <i>new entrant statement</i> • <i>acknowledgments and advices</i>
Validation	<p>Validation documentation may include:</p> <ul style="list-style-type: none"> • <i>certificates of birth</i> • <i>change of name</i> • <i>health declaration</i> • <i>certificates of marriage</i> • <i>statutory declarations</i> • <i>letters from trustee and/or member</i>
Deductions and credits	<p>Deductions and credits include:</p> <ul style="list-style-type: none"> • <i>administration fees</i> • <i>contributions tax</i> • <i>trustee fees</i> • <i>commissions</i> • <i>interest</i> • <i>forgone benefits</i> • <i>insurance premiums</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Deductions and credits (cont'd)	<ul style="list-style-type: none"> • <i>investment charges</i> • <i>expenses fees</i> • <i>annual return fee</i> • <i>bonuses</i>
Information	<p>Information may include:</p> <ul style="list-style-type: none"> • <i>member booklets</i> • <i>structured presentations</i> • <i>multimedia</i> • <i>notices to members</i> • <i>annual reports</i> • <i>video or audio media</i> • <i>newsletters</i> • <i>member election documentation</i>
Information distribution	<p>Information may be distributed to:</p> <ul style="list-style-type: none"> • <i>trustees</i> • <i>employers</i> • <i>members</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include: Attention to detail and accuracy.</p>
<p>Interdependent assessment of units: This unit should be assessed in conjunction with and preferably at the same time as: <i>FNBSUP40A - Process Superannuation Fund Payments</i> <i>FNBCOM08A - Collect, Assess and Use Information</i></p>
<p>Underpinning knowledge may include:</p> <ul style="list-style-type: none"> • <i>superannuation fund structure</i> • <i>computerised superannuation systems and procedures</i> • <i>basic understanding of legal documents, eg., statutory declarations, etc.</i>
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>basic computer and system/program</i> • <i>telephone</i>

EVIDENCE GUIDE						
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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.						
Consistency in performance:						
A variety of issues encountered in updating records.						
Context for 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.						
Key competencies:						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP38A**Provide Effective Information to Members****Stream:****Insurance Operations - Corporate Superannuation****Functional Area:****Manage Client Services****National Code:****FNBSUP38A****Unit Description:****This unit describes the functions involved in producing and distributing Superannuation information to members.**

ELEMENT	PERFORMANCE CRITERIA
1. Clarify requirements for information	1. All sources of information, format requirements, preparation timelines and budget are clarified and agreed. 2. Trustee and relevant statutory requirements are determined and incorporated.
2. Obtain relevant information	1. Sources of current and sufficiently comprehensive and detailed information relevant to the requirements are identified. 2. Data is collated and processed to product information in a useable form.
3. Produce information in suitable format	1. Significance and implications of relevant factors are correctly assessed. 2. Useful deductions and inferences are drawn from the information available. 3. Media, language and form of presentation is selected based on suitability to the intended audience. 4. Information is presented comprehensively, accurately, concisely and in plain English in company format. 5. All draft information is distributed to relevant specialists to ensure all legal, financial and other data is pertinent and accurate.
4. Distribute information	1. Information is distributed to members within required timeframes and after verification. 2. Systems to record distribution and responses are designed and implemented.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Information	<p>Information may include:</p> <ul style="list-style-type: none"> • <i>member booklets</i> • <i>structured presentations</i> • <i>multimedia</i> • <i>notices to members</i> • <i>annual reports</i> • <i>video or audio media</i> • <i>newsletters</i> • <i>member election documentation</i> <p>Information may be distributed to:</p> <ul style="list-style-type: none"> • <i>trustees</i> • <i>members</i> • <i>employers</i> • <i>Statutory body, eg., courts, etc., Taxation Department</i>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include: Empathetic approach to clients. Ability to present information in plain English to clients.</p>
<p>Interdependent assessment of units: This unit should be assessed after competency has been demonstrated in unit: <i>FNBSUP35A - Establish and Maintain Fund or Plan</i></p>
<p>Underpinning knowledge may include:</p> <ul style="list-style-type: none"> • <i>structure and procedures of superannuation industry and fund</i> • <i>sources or research</i> • <i>basic graphic design</i> • <i>planning and organising</i>
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>planning and organising</i> • <i>high level report writing</i> • <i>attention to detail</i> • <i>high level problem solving techniques</i> • <i>basic graphic design techniques</i>

EVIDENCE GUIDE						
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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.						
Consistency in performance: Assessment should cover a number of different modes of providing information, such as document or brochure form and also by presentation to groups of people. Information assessed should cover the full range of industry information needs.						
Context for 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.						
Key competencies:						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP39A**Implement Trustee Investment Instructions**

Stream:	Insurance Operations - Corporate Superannuation
Functional Area:	This is a Specialist Skill unit within the Certificate III in Financial Services
National Code:	FNBSUP39A
Unit Description:	This unit describes the functions involved in implementing and confirming investment instructions from Trustees.

ELEMENT	PERFORMANCE CRITERIA
1. Determine and document trustee instructions	<ol style="list-style-type: none"> 1. All trustee instructions are accurately and promptly documented. 2. Instructions are clarified with trustee where appropriate and provide for appropriate authorisation.
2. Implement trustee instructions	<ol style="list-style-type: none"> 1. Instructions are implemented without amendment or interpretation according to company procedures. 2. Requirements are fulfilled according to company procedures and within required timeframes. 3. All investment documentation is accurately maintained according to company procedures.
3. Confirm investment arrangements with trustee	<ol style="list-style-type: none"> 1. Regular reports on investments are prepared in accordance with instructions and relevant legislative requirements.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Trustee instructions	Trustee instructions may be in: <ul style="list-style-type: none"> • <i>authorised form</i> • <i>investment contracts</i> • <i>minutes of meetings</i> • <i>letters</i>
Reports	Reports may include investment acknowledgments.

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <p>Attention to detail and accuracy.</p>
<p>Interdependent assessment of units:</p> <p>This unit should be assessed in conjunction with and preferably at the same time as:</p> <p style="padding-left: 40px;"><i>FNBSUP42A - Terminate Superannuation Plans</i></p> <p style="padding-left: 40px;"><i>FNBCOM08A - Collect, Assess and Use Information</i></p>
<p>Underpinning knowledge may include:</p> <ul style="list-style-type: none"> • <i>product terms and conditions</i> • <i>company policy, procedures, guidelines and authorities</i> • <i>superannuation fund structure</i> • <i>industry sector compliance requirements</i> • <i>investment and finance terminology</i> • <i>computerised superannuation systems and procedures</i>
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>basic computer and system/program literacy</i> • <i>telephone</i> • <i>letter/basic report writing</i>
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>
<p>Consistency in performance:</p> <p>A representative range of clients and investment instructions should be assessed and reporting assessed over a period of time to ensure accuracy and relevance of regular reports.</p>
<p>Context for assessment:</p> <p>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.</p>

EVIDENCE GUIDE						
Key competencies:						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP40A**Process Superannuation Fund Payments****Stream:****Insurance Operations - Corporate Superannuation****Functional Area:****This is a Specialist Skill unit within the Certificate III in Financial Services****National Code:****FNBSUP40A****Unit Description:****This unit describes the functions involved in processing Superannuation fund payments and entitlements.**

ELEMENT	PERFORMANCE CRITERIA
1. Assess validity of request	<ol style="list-style-type: none"> 1. Validity of request is assessed against fund entitlements according to company procedures and operational authorities. 2. Assessment is undertaken in a methodical manner using suitable checklists or similar instruments to ensure accuracy.
2. Compile necessary documentation	<ol style="list-style-type: none"> 1. Payment requests are classified according to established criteria. 2. Required evidence is obtained from appropriate parties to confirm that request complies with the fund's conditions of entitlement. 3. Request is matched to the payment criteria so that validity can be determined. 4. Required forms and documents are completed and distributed in accordance with legislation, operating policies and procedures, and trustee instructions.
3. Review and evaluate evidence available in support of payment	<ol style="list-style-type: none"> 1. Available information on the payment request is reviewed against payment criteria to ensure compliance with the terms and conditions of the trust, relevant legislation and operating procedures. 2. Additional opinion on the validity of the request is sought from relevant parties where necessary. 3. Eligibility of request for payment is determined according to evaluated evidence. 4. Unusual requests or those outside relevant guidelines or authorities are referred according to operating procedures.
4. Communicate entitlement	<ol style="list-style-type: none"> 1. Level of entitlement is identified based on accurate and up to date information and within authority levels and according to operating procedures. 2. Decision on payment is promptly advised to relevant parties in accordance with trustee instruction, operating procedures and relevant legislation.
5. Finalise payment	<ol style="list-style-type: none"> 1. Payment details are checked for compliance with

ELEMENT	PERFORMANCE CRITERIA
transaction	<p>legislative and operating guidelines within delegated authority.</p> <p>2. Payment and supporting documentation are made according to company procedures, relevant legislation and timelines.</p> <p>3. Systems are updated and documents filed to ensure all records are maintained.</p>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Payments	<p>Payments can occur when:</p> <ul style="list-style-type: none"> • <i>member is leaving industry or fund</i> • <i>retirement</i> • <i>disability</i> • <i>redundancy</i> • <i>roll over</i> • <i>death</i> • <i>age entitlement</i>
Payment requests	<p>Requests for payment may come from the employer or member/beneficiary.</p>
Knowledge	<p>A knowledge of relevant trust, industry and legislative requirements is applied in determining eligibility for payment.</p>
Payment criteria	<p>Payment criteria are criteria to measure the legitimacy of a request for payment.</p>
Payees	<p>Payments can be made to:</p> <ul style="list-style-type: none"> • <i>the trustee or other representative</i> • <i>the members beneficiary</i> • <i>the relevant member</i> • <i>an eligible rollover fund</i> <p>Payments may include investment and insurance components.</p>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <p>Excellent attention to detail and adherence to financial procedures. Overview and understanding of relevant trust, industry and legislative requirements.</p>

EVIDENCE GUIDE						
<p>Interdependent assessment of units:</p> <p>This unit should be assessed in conjunction with and preferably at the same time as:</p> <p style="padding-left: 40px;"><i>FNBSUP37A - Maintain Employer and Member Records</i></p> <p style="padding-left: 40px;"><i>FNBCOM08A - Collect, Assess and Use Information</i></p>						
<p>Underpinning knowledge may include:</p> <ul style="list-style-type: none"> • <i>relevant legislation</i> • <i>company policy and procedures</i> • <i>product terms and conditions</i> • <i>computerised superannuation systems and procedures</i> 						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>basic computing literacy, including spreadsheets and databases</i> • <i>data analysis and interpretation techniques</i> • <i>interpersonal</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>Assessment should be over a period of time and across a range of payment options to adequately assess accuracy.</p>						
<p>Context for assessment:</p> <p>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.</p>						
Key competencies:						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP41A**Assess Significant Fund Payments****Stream:****Insurance Operations - Corporate Superannuation****Functional Area:****This is a Specialist Skill unit within the Certificate IV in Financial Services****National Code:****FNBSUP41A****Unit Description:****This unit describes the functions involved in reviewing and assessing significant Superannuation payments.**

ELEMENT	PERFORMANCE CRITERIA
1. Review validity of request	1. Validity of request is reviewed against fund entitlements within operating guidelines and operational authorities. 2. Review is undertaken in a methodical manner using suitable checklist or similar instruments to ensure accuracy.
2. Review documentation and evidence	1. Payment criteria are established to enable compliance to be determined within the terms and conditions of the trust, relevant legislation, and operating guidelines. 2. Additional evidence is obtained where required from appropriate parties to confirm that request complies with the fund's conditions of entitlement.
3. Determine entitlement	1. Level of entitlement is based on accurate and complete information. 2. Entitlements are determined within authority levels and a sign off is obtained where required. 3. Decision on payment is made in accordance with trustee instruction, operating guidelines and relevant legislation.
4. Communicate decision	1. Decision is advised according to company policy and procedures to relevant parties.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Payments	Significant payments may involve: <ul style="list-style-type: none"> • <i>complex technical determinations</i> • <i>high monetary impact</i> • <i>complex legal or trust interpretations or complex insurance classes (eg., disability claim)</i>

RANGE OF VARIABLES	
VARIABLE	SCOPE
Payments (cont'd)	<p>Payment criteria are criteria to measure the legitimacy of a request for payment.</p> <p>Payments may include investment and insurance components.</p>
Appropriate parties	<p>Appropriate parties may include:</p> <ul style="list-style-type: none"> • member • legal representative • rollover fund • trustee or other representative • beneficiary <p>This function may arise from referrals that have exceeded the authorities of subordinate officers.</p>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <p>Thorough understanding of the application of fund policies and procedures and ability to give sound advice and negotiate on options.</p>
<p>Interdependent assessment of units:</p> <p>Competency in these units should be demonstrated either prior to, or in conjunction with, assessment of the current unit.</p> <p><i>FNBFS01A - Work Within a Financial Services Context</i></p> <p><i>FNBFS02A - Communicate in the Workplace</i></p> <p><i>FNBFS03A - Work as Part of a Team</i></p> <p><i>FNBFS04A - Use Technology in the Workplace</i></p> <p><i>FNBFS05A - Apply Health and Safety Practices in the Workplace</i></p> <p><i>FNBFS06A - Resolve Customer Complaints</i></p> <p><i>FNBSUP40A - Process Superannuation Fund Payments</i></p>
<p>Underpinning knowledge may include:</p> <ul style="list-style-type: none"> • relevant superannuation legislation • computerised superannuation systems and procedures
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • basic computing including spreadsheets and databases • data analysis and interpretation techniques

EVIDENCE GUIDE						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>A representative range of significant payments requiring in depth analysis is processed.</p>						
<p>Context for assessment:</p> <p>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.</p>						
Key competencies:						
Communicating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathematical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNBSUP42A**Terminate Superannuation Plans****Stream:****Insurance Operations - Corporate Superannuation****Functional Area:****Process Financial Transactions****National Code:****FNBSUP42A****Unit Description:****This unit describes the functions involved in terminating a superannuation plan.**

ELEMENT	PERFORMANCE CRITERIA
1. Confirm trustee instructions	<ol style="list-style-type: none"> 1. All trustee instructions are accurately and clearly documented. 2. Instructions are clarified with trustees where appropriate to ensure compliance requirements are met. 3. Plan termination conditions are obtained and recorded. 4. Termination is confirmed to the client promptly and according to operating procedures.
2. Process all outstanding transactions to termination date	<ol style="list-style-type: none"> 1. All benefit payments due before termination date are processed accurately and according to operating procedures. 2. All final contributions and outstanding charges and credits to the fund are processed to ensure all financial obligations are met.
3. Forward information to appropriate parties	<ol style="list-style-type: none"> 1. Actuarial calculations are obtained where required to determine members' benefits. 2. Member information is forwarded to new fund administrator as appropriate within negotiated timelines and according to operating procedures. 3. Termination payments are forwarded to investment managers when due, and according to arrangement with client and termination provisions. 4. Valid discharge of all future liability is obtained according to operating procedures.
4. Complete and action fund documentation	<ol style="list-style-type: none"> 1. Statutory documentation is completed and lodged with authorities according to company operating procedures, authority requirements and within timelines. 2. Plan accounts are balanced according to financial requirements. 3. Documents are finalised and filed according to operating procedures, legislative and compliance requirements.

RANGE OF VARIABLES	
VARIABLE	SCOPE
Charges and credits	<p>Charges and credits may include:</p> <ul style="list-style-type: none"> • <i>contributions</i> • <i>administration charges</i> • <i>group life bonuses</i> • <i>insurance premiums</i> • <i>taxation liability</i> • <i>investment earnings</i>
Termination information	<p>Termination information may include:</p> <ul style="list-style-type: none"> • <i>conditions for termination</i> • <i>extra charges</i> • <i>insurance arrangements</i>
Fund records	<p>Fund records may include:</p> <ul style="list-style-type: none"> • <i>plan and member records</i> • <i>charging and billing records</i> • <i>statistical records</i>
Statutory documentation	<p>Completed statutory documentation requires approval and signature by trustee and other parties as appropriate.</p>
Financial requirements	<p>Financial requirements may include showing a "nil" balance</p>
Finalising documentation	<p>Finalising documentation may include allocating a "terminated" status.</p>

EVIDENCE GUIDE
<p>Critical aspects of evidence will include:</p> <p>Thorough understanding of the application of trust requirements, fund policies and procedures and industry and legislative requirements. Ability to give sound advice and negotiate on options.</p>
<p>Interdependent assessment of units:</p> <p>This unit should be assessed in conjunction with and preferably at the same time as:</p> <p><i>FNBSUP39A - Implement Trustee Investment Instructions.</i></p>

EVIDENCE GUIDE						
<p>Underpinning knowledge may include:</p> <ul style="list-style-type: none"> • <i>relevant legislation</i> • <i>taxation requirements and procedures/document formats, eg., STP's, RBLs</i> • <i>company policy and procedures</i> • <i>product terms and conditions</i> • <i>computerised superannuation systems and procedures</i> 						
<p>Underpinning skills to be demonstrated may include:</p> <ul style="list-style-type: none"> • <i>basic computing including spreadsheets and databases</i> • <i>data analysis and interpretation</i> • <i>interpersonal</i> • <i>organisation</i> 						
<p>Resource implications:</p> <p>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 standard commercial computer hardware, software, telephones, facsimiles, and other relevant office equipment.</p>						
<p>Consistency in performance:</p> <p>A range of plans needs to be appropriately terminated for competency in this unit to be established.</p>						
<p>Context for assessment:</p> <p>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.</p>						
Key competencies:						
Communi- cating ideas and information	Collecting, analysing and organising information	Planning and organising activities	Working with others in a team	Using mathe- matical ideas and techniques	Solving problems	Using technology
3	3	3	3	3	3	3

FNB40803 - Certificate IV IN Financial Services (SUPERANNUATION)

To gain a Certificate IV in Financial Services (Superannuation) 10 units must be achieved.

- 5 core units and
- 5 elective units

To attain a Certificate IV qualification, achievement of the 6 industry core units must be confirmed. Those who have previously gained a Certificate III will have had these units assessed. If the industry core units have not been assessed as part of a Certificate III, they will need to be assessed in a Recognition of Prior Learning process or assessed in combination with the Certificate IV units.

This is the industry recommended competency pathway for persons typically performing a range of routine and non-routine duties within superannuation that primarily involve specific fund administration functions. This person may work within a superannuation fund or in an outsourced service provider. They would be considered to be competent in handling a wide variety of complex situations within fund administration.

INDUSTRY CORE UNITS

FNBFS01B	Work Within a Financial Services context
FNBFS02A	Communication in the Workplace
FNBFS03B	Work as Part of a Team
FNBFS04B	Use Technology in the Workplace
FNBFS05A	Apply Health and Safety Practices in the Workplace
FNBFS06B	Resolve Customer Complaints

CORE UNITS		ELECTIVE UNITS	
FNBSUP01A	Work within the superannuation industry	Achieve at least 5 elective units: - The elective unit may be selected from this Training Package or from another endorsed package at the Certificate IV level. - Superannuation specific elective units that may be selected are listed below.	
FNBSUP05A	Work with specialist and outsourced services		
FNBSUP06A	Process complex benefits and insurance claims	FNBSUP09A	Work within a defined benefit fund
FNBSUP07A	Undertake effective communications with members and handle complaints	FNBSUP10A	Administer retirement income streams
FNBSUP08A	Meet superannuation compliance requirements	FNBSUP11A	Establish and customise complex employer accounts
		FNBSUP12A	Participate in the implementation of quality assurance and fund review practices

In selecting elective units, it is important to remember that a maximum of 3 units can be selected from any endorsed Training Package in line with the desired workplace outcomes of the qualification.

The following are examples of Training Packages that include appropriate units:

- FNB99 Financial Services Training Package**
- BSB01 Business Services Training Package**
 - ***Small Business Competencies***
 - ***Training and Workplace Assessment***
 - ***Frontline Management Standards***
 - ***Ebusiness Competencies***
- PSP99 National Public Services Training Package**
- ICA99 Information Technology Training Package**
 - ***Client Support Competencies***

FNB50903 - Diploma of Financial Services (Superannuation)

To gain a Diploma of Financial Services (Superannuation) 8 units must be achieved:

- 4 core units and
- 4 elective units

To attain a Diploma qualification, achievement of the 6 industry core units must be confirmed. If the industry core units have not been assessed as part of a Certificate in Financial Services, they will need to be assessed in a Recognition of Prior Learning process or assessed in combination with the Diploma units. This qualification is the entry point for ASIC Tier 1 recognition.

There are 5 recommended pathway options for those working at the Diploma level. These options are outlined in the table 'Recommended Diploma Pathway Options' following. All those at this level are expected to be performing a range of routine and non-routine duties in a supervisory capacity within a superannuation service. These people may work within a fund administration or an outsourced service provider and would have supervisory responsibility for their work area, department of specialisation.

If ASIC Tier 1 compliance is required, suggested pathway option 4 must be selected.

CORE UNITS		ELECTIVE UNITS	
FNBSUP13A	Supervise work within the superannuation industry	Achieve at least 4 elective units. - Recommended pathway options are outlined below. - The elective units may be selected from this training package or from another endorsed packaged at the Diploma level. - A maximum of 4 elective units may be selected from other training packages.	
FNBSUP14A	Implement quality systems within work area		
FNBSUP15A	Implement compliance Systems within work area		
FNBSUP16A	Supervise complaints procedures		
<p>The industry has identified that there are different underpinning advice skills for staff within superannuation organisations as to those in the external advice marketplace.</p> <p>* Prerequisite units for this ASIC unit (FNBASC03UA) for individuals within superannuation organisations are:</p> <ul style="list-style-type: none"> • FNBSUP13A Supervise work within the superannuation industry • FNBSUP16A Supervise complaints procedures • FNBSUP19A Provide advanced customer services for superannuation clients <p>* Prerequisite units for this ASIC unit for individuals working outside superannuation organisations but who provide advice in the product of superannuation (eg. Financial Planners, Accountants) are:</p> <ul style="list-style-type: none"> • FNBASX01A Determine client requirements and expectations • FNBASX02A Provide appropriate & timely information & advice to clients • FNBASX03A Conduct research to support recommendations • FNBASX04A Record & implement client instructions 		FNBSUP17A	Supervise insurer liaison
		FNBSUP18A	Develop client relationship with employers and establish superannuation systems
		FNBSUP19A	Provide advanced customer service for superannuation clients
		FNBSUP20A	Produce reports for superannuation services
		FNBSUP21A	Act as formal complaints officer
		FNBSUP22A	Select and monitor performance of outsourced services
		FNBSUP23A	Supervise and monitor operational guidelines in a superannuation organisation
		FNBSUP09A	Work within a defined benefit fund
		FNBASC03UA	Provide advice in superannuation (ASIC unit)*
		FNARFS18A	Implement Sales & Marketing Plans
		BSZ404A	Train Small Groups
		BSBFLM502A	Provide Leadership in the Workplace
		BSBFLM403A	Manage Effective Workplace relationships
		BSBFLM409A	Implement Continuous improvement
		BSBMKG407A	Make a presentation
		BSBSLS304A	Secure prospect commitment
BSBMKG404A	Forecast market and business needs		
PSPPM502A	Manage Projects		

RECOMMENDED DIPLOMA OF FINANCIAL SERVICES (SUPERANNUATION) PATHWAY OPTIONS

RECOMMENDED DIPLOMA OF FINANCIAL SERVICES (SUPERANNUATION) PATHWAY OPTIONS

All Diploma qualifications must comprise all core units. Elective pathways may be tailored according to the needs of the individual or organisation. The pathway options recommended below target the main industry areas of focus at this level and are intended as a recommendation only. Remaining elective units must be different from those already recommended.

CORE UNITS (4):				
FNBSUP13A Supervise work within the superannuation industry				
FNBSUP14A Implement quality systems within work area				
FNBSUP15A Implement compliance systems within work area				
FNBSUP16A Supervise complains procedures				
ELECTIVE UNITS (4):				
Pathway option 1: Team Leading	Pathway option 2: Field Representation	Pathway option 3: Business Development	Pathway option 4: Customer Service (ASIC compliant for individuals working within the superannuation industry)	Pathway option 5: Specialised Services
BSZ404A Train Small Groups	FNARFS18A Implement Sales & Marketing Plans	FNBSUP23A Supervise and monitor operational guidelines in a superannuation organisation	FNBSUP19A Provide advanced customer service for superannuation clients	FNBSUP22A Select and monitor performance of outsourced services
BSBFLM502A Provide Leadership in the Workplace	FNBSUP19A Provide advanced customer service for superannuation clients	BSBFLM409A Implement Continuous Improvement	FNBASC03UA Provide advice in superannuation (ASIC Unit)	FNBSUB20A Produce reports for superannuation services
BSBFLM403A Manage Effective Workplace Relationships	BSBSLS304A Secure prospect commitment	PSPPM502A Manage Projects		
Remaining units to be selected from Diploma electives listed below or from other packages at Diploma level.				
FNBSUP17A Supervise insurer liaison FNBSUP18A Develop client relationships with employers and establish superannuation systems FNBSUP19A Provide advanced customer service for superannuation clients FNBSUP20A Produce reports for superannuation services FNBSUP21A Act as formal complaints officer FNBSUP22A Select and monitor performance of outsourced services FNBSUP23A Supervise and monitor operational guidelines in a superannuation organisation FNBSUP09A Work within a defined benefit fund FNBASC03UA Provide Advice in Superannuation (ASIC Unit) FNARFS18A Implement Sales & Marketing Plans BSZ404A Train Small Groups BSBFLM502A Provide Leadership in the Workplace BSBFLM403A Manage Effective Workplace Relationships BSBFLM409A Implement Continuous Improvement BSBMKG407A Make a presentation BSBSLS304A Secure prospect commitment BSBMKG404A Forecast market and business needs PSPPM502A Manage Projects				

FNB60503 - Advanced Diploma of Financial Services (Superannuation)

To gain an Advanced Diploma of Financial Services (Superannuation) 8 units must be achieved:

- 6 core units and
- 2 elective units

To attain an Advanced Diploma qualification, achievement of the 6 industry core units must be confirmed. If the industry core units have not been assessed as part of a Certificate or Diploma in Financial Services, they will need to be assessed in a Recognition of Prior Learning process or assessed in combination with the Advanced Diploma units.

This is the industry recommended competency pathway for a person who would perform a range of senior management duties within superannuation and be involved in supervising operational and management systems for the fund at an organisational level.

CORE UNITS		ELECTIVE UNITS	
FNBSUP13A	Supervise work within the superannuation industry	Achieve at least 2 elective units.	
FNBSUP22A	Select and monitor performance of outsourced services	FNBSUP27A	Liaise with and support trustees
FNBSUP24A	Establish, manage and monitor key relationship	FNBSUP28A	Manage official complaints procedures and proceedings
FNBSUP25A	Establish, supervise and monitor superannuation systems to conform with legislative and regulatory requirements	FNBSUP29A	Intergrate investment strategy with fund operations
FNBSUP26A	Prepare, supervise and monitor operational guidelines in a superannuation organisation	FNBSUP30A	Manage the selection of implementation of IT systems
BSBFLM502A	Provide leadership in the workplace	FNBSUP31A	Identify and evaluate marketing opportunities in the superannuation industry
<p>The industry has identified that there are different underpinning advice skills for staff within superannuation organisations as to those in the external advice marketplace.</p> <p>* Prerequisite units for this ASIC unit (FNBASC03UA) for individuals within superannuation organisations are:</p> <ul style="list-style-type: none"> • FNBSUP13A Supervise work within the superannuation industry • FNBSUP16A Supervise complaints procedures • FNBSUP19A Provide advanced customer services for superannuation clients <p>* Prerequisite units for this ASIC unit for individuals working outside superannuation organisations but who provide advice in the product of superannuation (eg. Financial Planning, Accountants) are:</p> <ul style="list-style-type: none"> • FNBASX01A Determine client requirements and expectations • FNBASX02A Provide appropriate & timely information & advice to clients • FNBASX03A Conduct research to support recommendations • FNBASX04A Record & implement client instructions 		FNBSUP16A	Supervise complaints procedures
		FNBSUP19A	Provide advanced customer service for superannuation clients
		FNBASC03UA	Provide advice in Superannuation (ASIC Unit) *
		BSBFLM510A	Facilitate and capitalise on change and innovation
		BSBMGT503A	Prepare budgets and financial plans
		BSBMGT504A	Manage budgets and financial plans
		FNBACC05B	Establish and maintain accounting information systems

SAMPLE PATHWAY for CERTIFICATE III IN FINANCIAL SERVICES

Total of fifteen units of competency

The sample pathways are ADVISORY only – they are not intended to be in any way prescriptive
This is the industry recommended competency pathway for persons typically employed in the superannuation sector.

Core Units (6)

All industry core units must be completed

FNBFS01B	Work within a financial services context
FNBFS02A	Communication in the workplace
FNBFS03B	Work as part of a team
FNBFS04B	Use technology in the workplace
FNBFS05A	Apply health and safety practices in the workplace
FNBFS06B	Resolve customer complaints

Common Units (3)

One unit must be selected from each of the functional Common Skills Areas listed below. Units may be selected from the Certificate III Common Skills Areas as identified in the Financial Services Training Package.

Common Skills Areas:

Provide Customer Service
Process Financial Transactions
Process Information and Reporting

Specialist Units (6)

Five (5) specialist units must be selected plus one (1) additional unit from choices outlined below.

All of:

FNBSUP01A	Work within the superannuation industry
FNBSUP02A	Establish, process and maintain records
FNBSUP03A	Process superannuation contributions
FNBSUP04A	Process superannuation ETP benefits
ICTTC213A	Provide support and assistance to customers on matters relating to particular product(s)/service

PLUS (1) of:

FNBSUP09A	Work within a defined benefit fund
FNBSUP10A	Administer retirement income streams

OR

One other appropriate Certificate III unit from the following endorsed Training Packages:

- Financial Services Training Package
- IT & T Training Package (Call Centre competencies)
- Business Services Training Package (Administration competencies)