Assessment Requirements for FNSCUS502 Monitor client requirements

Release: 1

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Modification History

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

Performance Evidence

Evidence of the ability to:

- apply a systematic approach to collecting and analysing client information and data
- review and monitor client records and data to determine client contact required and monitor risk
- contact clients regularly using effective communication skills and channels, considering any special requirements and/or business needs
- monitor effectiveness of organisational guidelines.

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

Knowledge Evidence

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

- describe financial services industry developments and trends relevant to client needs and the business
- describe key features of industry compliance requirements for client services
- describe the industry market position relative to the product and line of business
- explain key requirements of organisational or industry policy regarding client information management and communication
- explain organisational policy and procedures regarding client information management and communication.

Assessment Conditions

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

- common office equipment and consumables
- an integrated financial software system and data.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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