



**Australian Government**

# **Assessment Requirements for FNSCUS506 Record and implement client instructions**

**Release: 1**

# Assessment Requirements for FNSCUS506 Record and implement client instructions

## 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:

- record and implement client instructions accurately in accordance with organisational, industry and legislative requirements
- monitor and review implemented strategies against client instructions
- provide after sales or additional service.

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:

- explain the terms and conditions of financial product services offered by the organisation
- explain the application of general sales and marketing techniques to provision of after sales service
- describe key requirements of organisational policy and procedures relating to documenting client instructions
- describe fraud detection and prevention procedures and practices relevant to implementing client instructions
- describe the relevant financial association's business rules
- describe key requirements of relevant financial services industry legislation and codes of practice
- describe the relevance of the following to reviewing and monitoring client instructions:
  - key characteristics of local and international financial markets and investments
  - current economic climate and outlook to the financial services industry
  - influence of tax factors on financial services clients.

## 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, technology, software and consumables
- financial services product information
- client information 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>