



**Australian Government**

**Assessment Requirements for FNSCUS511  
Develop and maintain professional  
relationships in financial services industry**

**Release: 1**

# Assessment Requirements for FNSCUS511 Develop and maintain professional relationships in financial services industry

## Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and maintain at least three different relationships in the financial services industry, including at least one with a financial services professional and one with a third-party referrer.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative and regulatory requirements, and industry and professional codes of practice that apply to relationship management in the financial services industry
- organisational policies and procedures relating to developing and maintaining professional relationships in the financial services industry
- organisational social, business and ethical standards relevant to building relationships and business
- products and services offered by organisation, and market/competitors and business contexts for networking and relationship development
- role of different communication channels and tools in developing relationships with clients, client-authorised representatives, and other professionals and third parties in the financial services industry
- networking opportunities and business contexts that support developing and maintaining professional relationships in the financial services industry
- techniques for performing client needs evaluation
- specialised managerial techniques to engage with others
- negotiation and communication principles and techniques.

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational equipment
- contact software system and data
- financial services product information.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>