



Australian Government

Assessment Requirements for FNSCUS516 Record and implement client instructions

Release: 1

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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:

- record and implement instructions from at least three different clients in relation to a required financial investment
- provide after sale services in relation to at least one of the above clients.

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:

- financial services industry and legislative requirements and codes of practice relating to recording and implementing client instructions regarding financial investments
- organisational policies and procedures relating to recording and implementing client instructions, including:
 - providing additional after sales service
 - confidentiality requirements
 - best practice principles
- financial product services offered by the organisation, and their terms and conditions
- sales and marketing techniques relevant to provision of after sales service
- fraud detection and prevention procedures and practices relating to implementing client instructions
- business rules of financial associations relevant to clients
- relevance of the following to implementing client financial investment instructions:
 - key characteristics of local and international financial markets and investments
 - current economic climate and outlook of the financial services industry
 - influence of tax factors on financial services clients.

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, technology, software and consumables
- financial services product information
- client information system and data.

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>