Australian Government

FNSFLT513 Promote basic financial literacy in clients

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to promote basic financial literacy in clients so they can make informed financial decisions, including regarding the need and purpose of bank accounts, basic savings and investment principles, risk and return, and the role of insurance and superannuation.

It applies to individuals in lending or counselling roles who use specialised knowledge and interpersonal skills to build the financial literacy skills of people with limited understanding of financial systems and the use and management of money.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Financial literacy

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify extent of client's financial awareness	1.1 Identify client's understanding of the Australian financial system and key features of the system 1.2 Explain the Australian financial system and key features of the system to clients as required 1.3 Identify key aspects of client's own financial situations and discuss areas of concern
2. Discuss with client methods available for spending and saving money	2.1 Identify and discuss with client options available for purchase of goods and services 2.2 Identify and discuss with client the advantages and disadvantages of identified options

ELEMENT	PERFORMANCE CRITERIA
	2.3 Identify with client their necessity and means of opening and operating a bank account, and account options available for holding and saving money 2.4 Identify and discuss with client advantages and disadvantages of identified account options 2.5 Discuss with client methods to access funds
3. Discuss with client basic money management principles	3.1 Discuss with client importance of record-keeping for tax purposes and individual money management 3.2 Explain to client the benefits and methods of developing a savings plan and strategy, and the role of budgeting 3.3 Explain to client methods of compiling and implementing a budget 3.4 Explain to client relationship between risk and return 3.5 Discuss with client techniques for evaluating alternative financial products and associated risks in relation to the client's situation
4. Discuss with client other forms of savings and investment options	4.1 Discuss with client the role and benefits of insurance for protection against risk 4.2 Explain to client the role of superannuation and retirement planning 4.3 Discuss with clients methods by which they can provide for and address their own future requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	• Interprets, deconstructs and clarifies numerical and financial information to assist client understanding
Oral communication	• Uses questioning and active listening in verbal exchanges to elicit and clarify information • Uses vocabulary, tone, pace and concepts suitable for clients
Reading	• Gathers and analyses information from a range of sources to determine client needs and assess information for relevance, currency and accuracy
Writing	• Prepares documents for clients using clear, concise and unambiguous language
Initiative and enterprise	• Follows accepted communication practices and protocols, adjusting

SKILL	DESCRIPTION
	personal communication style in response to the particular needs, values, beliefs and cultural expectations of others • Implements strategies for a diverse range of clients to build rapport and trust
Self-management	• Plans tasks and organises workload according to defined requirements • Uses systematic, analytical processes in routine and non-routine situations, gathering information, interpreting information and identifying and evaluating potential strategies
Technology	• Uses digital systems and tools to conduct research, design work processes and complete work tasks

Unit Mapping Information

Supersedes and is equivalent to FNSFLT503 Promote basic financial literacy skills.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe