



**Australian Government**

# **FNSFMB402 Identify client needs for broking services**

**Release: 1**

## FNSFMB402 Identify client needs for broking services

### Modification History

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

### Application

This unit describes the skills and knowledge required to determine clients' finance broking requirements and explain capabilities, legal and compliance related issues so clients are aware of their rights.

It applies to individuals who are skilled at building relationships and who use specialised knowledge and analytical skills to provide advice and a range of services for clients.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

### Unit Sector

Finance/mortgage broking

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Educate clients and build rapport	1.1 Explain the finance and mortgage broking process to clients in a clear and unambiguous way, and clarify the background, credentials and role of the broker to build rapport 1.2 Present the services, values and capacity of the organisation to clients and confirm client understanding of fees and charges 1.3 Identify and confirm procedures for complaints handling and resolution with clients
2. Determine clients' existing financial situation	2.1 Ask clients to disclose relevant facts to begin determining their personal and financial situation and establish clients' current income, expenditure and liabilities

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	2.2 Determine current investment and assets position of clients and conduct initial analysis of clients' financial position based on extent of client disclosure
3. Determine client goals and priorities with respect to broking services	<p>3.1 Ask clients to clarify their product expectations</p> <p>3.2 Comprehensively explore differences in what products provide and what clients expect, and respond to client concerns, if any, promptly and appropriately</p> <p>3.3 Establish and confirm client priorities</p> <p>3.4 Seek specialist advice where necessary or refer clients to appropriate sources where required advice or services cannot be provided</p>
4. Prepare necessary documentation follow up	<p>4.1 Document and check all relevant client facts, information, financial and personal histories and manage confidentially in accordance with organisational policy and guidelines, and relevant legislation and industry codes of practice</p> <p>4.2 Create or update client records where necessary in a clear and concise format, and file securely in a format and location readily accessible to other appropriate advisers</p>

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

<b>Skill</b>	<b>Performance Criteria</b>	<b>Description</b>
Reading	1.3, 2.2, 3.3, 3.4, 4.1	<ul style="list-style-type: none"> <li>Interprets and analyses complex written information to determine requirements</li> </ul>
Writing	1.1-1.3, 2.1, 3.1-3.3, 4.1, 4.2	<ul style="list-style-type: none"> <li>Accurately records information using logical structure and clear and concise formats</li> <li>Completes documentation using correct language, terminology and writing mechanics</li> </ul>
Oral Communication	1.1-1.3, 2.1, 3.1-3.3	<ul style="list-style-type: none"> <li>Participates in verbal exchanges using active listening and questioning to elicit information and respond to queries and concerns</li> <li>Uses tone, pace and gestures appropriate for audience and purpose</li> </ul>
Numeracy	1.2, 2.1, 2.2, 4.1	<ul style="list-style-type: none"> <li>Analyses numerical information quickly and</li> </ul>

		accurately, and performs detailed mathematical calculations and estimations of financial data
Navigate the world of work	3.4, 4.1	<ul style="list-style-type: none"> <li>Understands boundaries of own role and seeks assistance where required</li> <li>Takes responsibility for adherence to legal/regulatory responsibilities relevant to own work</li> </ul>
Interact with others	1.1-1.3, 2.1, 3.1-3.4	<ul style="list-style-type: none"> <li>Selects and uses appropriate conventions and protocols when conferring with clients, co-workers and experts on financial and administrative matters</li> <li>Recognises the importance of building rapport to establish and maintain effective working relationships</li> <li>Adapts personal communication style to show respect for the values, beliefs and cultural expectations of others</li> </ul>
Get the work done	2.1, 2.2, 3.2, 4.1, 4.2	<ul style="list-style-type: none"> <li>Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes</li> <li>Systematically gathers and analyses all relevant information and evaluates options to make appropriate decisions</li> <li>Uses digital technologies and systems to locate information, enter data and present information</li> <li>Applies an intuitive understanding of context to identify relevant information and risks</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSFMB402 Identify client needs for broking services	FNSFMB402A Provide finance and mortgage broking services	<p>Updated to meet Standards for Training Packages</p> <p>Title change to better reflect unit</p> <p>Minor edits to clarify performance criteria</p>	Equivalent unit

## **Links**

Companion Volume implementation guides are found in VETNet -

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