



Australian Government

**Assessment Requirements for FNSFPL602
Determine client requirements and
expectations for clients with complex needs**

Release: 1

Assessment Requirements for FNSFPL602 Determine client requirements and expectations for clients with complex needs

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:

- determine a client's complex financial planning requirements and expectations by:
 - discussing the financial planning process, services and options with clients to establish their personal, family and business financial situation
 - identifying client strengths and liabilities in their financial management and sourcing information on complex taxation and/or estate issues they may have
 - establishing a holistic picture of client requirements and expectations to identify risks or unusual requirements, and assess risk and fraud indicators
 - complying with relevant industry codes of practice, legislation and regulations, and organisational policy and procedures
- build rapport with clients by offering thorough and ongoing assistance with all enquiries and requests for service
- communicate the features and benefits of products and services available.

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:

- identify and categorise available information and research sources
- outline the key features of business principles and law
- analyse and discuss the key issues relating to:
 - economic climate and outlook
 - local and international financial markets and investments
- describe the key features and discuss issues relevant to:
 - family structures and legal implications

- financial products, features and benefits, and service terms and conditions
- organisational policy, procedures and requirements
- property structures and legal implications
- privacy and confidentiality
- describe a range of complex client financial needs or situations, and their implications
- compare and contrast sales and marketing techniques appropriate to the financial services industry
- explain the key features of the financial industry and related legislation, and the financial implications affecting family and business structures
- explain taxation and property structures and their financial implications
- identify the indications and discuss the implications of risk and fraud
- describe the purpose of and key steps within the complaints handling process.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial planning field of work and include access to:

- office equipment, technology, software and consumables.

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>