Australian Government

Assessment Requirements for FNSSAM603 Tailor financial products to meet customer needs

Release: 1

Assessment Requirements for FNSSAM603 Tailor financial products to meet customer 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:

- assess a wide range of financial services, products and features to suit customer requirements
- present product or service options to customers and negotiate sales.

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:

- describe the key features of organisational policy and procedures and terms and conditions relating to provision of financial services and products
- describe how to access and interpret support information, materials, relevant brochures and other appropriate information
- compare and contrast products and services offered by the financial services industry as a whole
- compare and contrast products and services offered by the organisation, including specific benefits and features of products and services
- describe the key industry and legislative requirements applicable to specific products, services and situations
- explain the purpose and requirements of customer negotiation periods in line with relevant legislation.

Assessment Conditions

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

- financial services product information
- relevant software system and data
- organisational policy and procedures
- common 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