



Australian Government

FNSSS00022 Customer Relationship Building Skill Set

Release 1

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Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0. Newly created Skill Set.

Description

This skill set addresses the skills and knowledge required to build and manage strong and effective relationships with a diverse range of customers for a range of purposes required in financial services contexts.

Pathways Information

The units of competency in this skill set provide credit towards a range of BSB Business Services and FNS Financial Services qualifications, and other qualifications that allow for selection of these units.

Licensing/Regulatory Information

Work functions in the occupational areas where this skill set may be used are subject to regulatory requirements. Users are advised to check with the relevant regulatory authorities to confirm those requirements.

Skill Set Requirements

BSBPEF502 Develop and use emotional intelligence

BSBTWK401 Build and maintain business relationships

FNSCUS403 Deliver a professional service to customers

FNSINC514 Apply ethical frameworks and principles to make and act upon decisions

Target Group

This skill set is for individuals who work in customer facing roles within financial services contexts, who are required to build and maintain relationships with customers and act in their best interests.

Suggested words for Statement of Attainment

These units of competency from the FNS Financial Services and BSB Business Services Training Packages meet industry requirements for building and maintaining customer relationships in financial services contexts.