



Australian Government

Assessment Requirements for FNSSUP508 Provide effective information to members

Release: 1

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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:

- clarify information format requirements, preparation timelines and budgets
- obtain relevant information related to member accounts
- produce information in a suitable format to clarify and present fund information in a clear and concise manner
- distribute information using appropriate methods.

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 a range of planning and organising techniques and tools
- identify sources of research information and specialist advice
- outline the key features of the structure and procedures of the superannuation industry and funds
- describe suitable formats for information for people with specific needs such as:
 - larger font for older people
 - translated into a range of community languages.

Assessment Conditions

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

- common office equipment, technology, software and consumables
- organisational financial records

- organisational policy and procedures.

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>