# 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. |

## Application

This unit describes the skills and knowledge required to clarify requirements, obtain and produce relevant superannuation information in a suitable format, and distribute to members.

It applies to individuals who undertake research and use organisational skills to produce logically structured and accurate information that meets organisational quality and compliance requirements.

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

Superannuation

## Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---------|----------------------|
| *Elements describe the essential outcomes.* | *Performance criteria describe the performance needed to demonstrate achievement of the element.* |
| 1. Clarify requirements for information | 1.1 Clarify and confirm all sources of information, format requirements, preparation timelines and budget within organisation<br><br>1.2 Determine trustee and relevant statutory requirements, and incorporate into documentation |
| 2. Obtain relevant information | 2.1 Identify sources of current, sufficiently comprehensive and detailed information relevant to requirements<br><br>2.2 Collate data and process to produce information in useable form |
| 3. Produce information in | 3.1 Correctly assess significance and implications of relevant |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| suitable format | factors and incorporate into documentation |
| | 3.2 Produce documentation in manner that allows useful deductions and inferences to be drawn |
| | 3.3 Select media, language and form of presentation based on suitability for intended audience |
| | 3.4 Present information comprehensively, accurately, concisely and in plain English using company format |
| | 3.5 Distribute all draft information to relevant specialists to ensure all legal, financial and other data is pertinent and accurate |
| 4. Distribute information | 4.1 Distribute information to members within required timeframes and after verification |
| | 4.2 Design and implement systems to record distribution and responses |

# Foundation Skills

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

| Skill | Performance Criteria | Description |
|---|---|---|
| Reading | 1.1, 1.2, 2.1, 2.2, 3.1 | • Researches, analyses and consolidates information and data from a range of sources to determine content requirements |
| Writing | 1.1, 2.2, 3.1-3.5 | • Produces high level, accurate information in logically structured documents using organisational formats<br>• Uses clear language, and terminology and concepts appropriate for the audience to ensure clarity of meaning |
| Oral Communication | 1.1, 3.4, 3.5 | • Uses active listening and questioning to confirm and clarify requirements |
| Numeracy | 1.1, 3.2, 3.4 | • Uses mathematical problem-solving techniques to check data and financial information, and to plan timelines and sequence work |
| Navigate the world of work | 3.5, 4.2 | • Takes full responsibility for following policies, procedures and legislative requirements, and identifies organisational implications of new legislation or regulation |

| | | |
|---|---|---|
| | | • Modifies or develops organisational policy and procedures to comply with legislative requirements and organisational goals |
| Interact with others | 3.5, 4.1 | • Selects and uses appropriate conventions and protocols when communicating with stakeholders in a range of work contexts<br>• Implements strategies to build rapport and foster strong relationships with a diverse range of colleagues and clients |
| Get the work done | 1.1, 1.2, 2.1, 2.2, 3.1-3.3, 4.2 | • Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness<br>• Monitors progress of plans and schedules, and reviews and changes as required<br>• Makes critical decisions quickly and intuitively in complex situations, taking into consideration a range of variables<br>• Uses a range of digitally based technologies to enter, access or update information to achieve required outcomes |

## Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|---|---|---|
| FNSSUP508 Provide effective information to members | FNSSUP508A Provide effective information to members | Updated to meet Standards for Training Packages | Equivalent unit |

## Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe