



Australian Government

FNSSUP513 Develop client relationships with employers and establish superannuation systems

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to represent the fund to current and potential employer clients and work with employers to establish superannuation systems. It also covers liaison and troubleshooting functions for employer accounts.

The unit applies to those who use specialised industry knowledge, problem-solving techniques and strong communication and interpersonal skills to build relationships and convey complex requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Superannuation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish client relationships and record client requirements	1.1 Identify and engage prospective client 1.2 Discuss system and service needs with client 1.3 Record client details into organisational database 1.4 Make arrangements for follow-up services according to organisational procedures
2. Review systems for compatibility	2.1 Review client information technology systems and check for compatibility 2.2 Review client human resource and superannuation payment systems and employee information needs and check for

ELEMENT	PERFORMANCE CRITERIA
	compatibility 2.3 Review and note special requirements of client if relevant and discuss with relevant personnel
3. Propose superannuation fund and system for clients	3.1 Examine superannuation fund and system options to identify best options for client 3.2 Develop and present proposal to client, and negotiate and make required amendments according to organisational policies and procedures 3.3 Prepare and implement proposals according to organisational policies and procedures
4. Manage client accounts	4.1 Obtain required information from client to set up new accounts 4.2 Set up client accounts 4.3 Establish client communication channels 4.4 Distribute confirmation of new accounts according to organisational policies and procedures 4.5 Manage all transactions and documentation regarding client account and maintain according to organisational policies and procedures 4.6 Establish systems to provide ongoing support and communication to client, according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	Implements formal approaches to maintain currency of professional knowledge and skills
Numeracy	Applies mathematical problem-solving techniques to calculate, analyse and manipulate numerical and financial data
Oral communication	- Presents information and responds to queries using language, tone and pace appropriate to audience and environment - Uses active listening and questioning techniques to negotiate outcomes and convey and clarify information in verbal exchanges
Reading	- Sources and consolidates complex information and data from a range of sources - Critically analyses information and data against defined criteria, conditions and requirements

SKILL	DESCRIPTION
Writing	• Prepares documentation and correspondence using appropriate formats and structures to present information logically for different audiences, and revises documents as required
Initiative and enterprise	• Makes critical decisions effectively in complex situations, taking into consideration a range of variables, including the outcomes of previous matters
Planning and organising	• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness • Monitors progress of plans and schedules, and reviews and changes them to meet new demands and priorities
Self-management	• Takes responsibility for following organisational policies and procedures and legislative requirements, and identifies organisational implications of new legislation or regulations
Teamwork	• Implements strategies to build rapport and foster strong relationships with a diverse range of colleagues and clients • Elicits feedback and provides feedback to others to improve communication • Manages conflict by identifying contributing factors and implementing resolution strategies
Technology	• Uses and investigates new digital technologies and applications to manage and manipulate data effectively

Unit Mapping Information

Supersedes and is equivalent to FNSSUP503 Develop client relationships with employers and establish superannuation systems.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>