



Australian Government

FNSSUP514 Provide information or general advice to superannuation clients

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 provide factual information and general advice to clients and respond to specific enquiries about membership, superannuation procedures and products offered by the organisation.

The unit applies to those who build relationships and use specialised industry knowledge to respond to enquiries and provide clients with relevant factual information or general advice in the superannuation industry. It does not include the provision of personal financial advice to an individual.

At the time of publication no licensing requirements apply to this unit. However, given potential future changes in the licensing environment, users must check with the relevant licensing body to confirm whether this unit is required to complete a licence.

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 relationship with client	1.1 Identify client enquiry according to organisational policies and procedures 1.2 Communicate nature of information or general advice to client and explain limits of authority 1.3 Identify any client special needs or requirements outside authority limits and take appropriate action
2. Provide information or general advice to	2.1 Respond to enquiry by providing the information or general advice requested

ELEMENT	PERFORMANCE CRITERIA
client	2.2 Obtain further clarification from client on their enquiry, as required 2.2 Confirm that client understands information or general advice
3. Finalise enquiry	3.1 Analyse need for personal advice and ensure client is referred to appropriate adviser, if required 3.2 Discuss procedures for complaint handling and resolution with client, according to organisational policies and procedures 3.3 Provide client with organisation documentation according to regulatory and legislative requirements and client needs 3.4 Document enquiry according to organisational policies and procedures and industry codes of practice

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
Numeracy	Performs mathematical calculations to interpret and compare financial data and information
Oral communication	- Participates in verbal exchanges using collaborative and inclusive techniques, including active listening and questioning, to convey and clarify information - Explains detailed information using language, tone and pace applicable to audience
Reading	Evaluates information and products from a variety of sources to ensure appropriateness to client needs
Writing	Records information, and prepares correspondence and documentation using clear language and organisational formats and protocols
Initiative and enterprise	- Elicits feedback and provides feedback to clients - Applies systematic and analytical decision-making processes for complex and non-routine situations - Responds to problems requiring immediate resolution, drawing on past experiences
Planning and organising	Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and considering capabilities, efficiencies and effectiveness
Problem solving	Identifies behaviours and triggers that contribute to conflict and implements strategies to moderate conflict

SKILL	DESCRIPTION
Self-management	• Takes responsibility for following policies, procedures and legislative requirements, and identifies the organisational implications of new legislation or regulations
Technology	• Uses a range of digitally based technologies to enter, access or update information to achieve required outcomes

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSSUP504 Provide advanced customer service to superannuation clients.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>