Assessment Requirements for FNSSUP518 Provide information to superannuation fund members in writing

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.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- provide information in writing to at least three different superannuation fund members according to required format, timelines and budgets.

In the course of the above, the candidate must:

- present information comprehensively, accurately and concisely using organisational format.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative and regulatory requirements relating to providing factual information or general advice in superannuation
- organisational policies and procedures relating to providing factual information or general advice in superannuation
- planning and organising techniques and tools used to support the provision of effective information to members
- sources of research information and specialist advice
- structure and procedures of the superannuation industry and funds
- organisational format requirements and budget
- suitable formats for information for people with specific needs, including:
  - larger font for elderly clients
  - text translated into a range of community languages.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational equipment, technology, software and consumables
- organisational policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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