



Australian Government

Department of Education, Employment and Workplace Relations

FNSSUP503A Develop client relationships with employers and establish superannuation systems

Release: 1

FNSSUP503A Develop client relationships with employers and establish superannuation systems

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, 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.</p> <p>This unit is applicable to individuals working within enterprises and job roles subject to licensing, legislative, regulatory or certification requirements including legislation administered by the Australian Securities and Investments Commission (ASIC).</p>
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Application of the Unit

Application of the unit	<p>This unit applies to job roles involving developing client relationships with employers and establishing superannuation systems. It does not have application to self-managed superannuation funds.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish relationship with current and potential employer clients	1.1. Employer contact is initiated/received and relationship established for ongoing liaison 1.2. Employer system and service needs are discussed 1.3. Employer details are recorded into organisation database 1.4. Arrangements are made for <i>follow-up service</i>
2. Make analysis of employer needs	2.1. Employer information technology systems are reviewed and checked for compatibility 2.2. Employer human resource/superannuation payment systems are reviewed 2.3. Employee information needs are identified 2.4. Special requirements are identified and noted
3. Propose most suitable fund/system for employer clients	3.1. Fund/system options are examined to identify best options for employer 3.2. Proposal is developed and presented to employer 3.3. Organisation procedures and guidelines for ensuring compliance in employer systems are followed 3.4. Proposal is discussed and negotiated with employer and amendments made as necessary 3.5. Ongoing liaison is established to respond to employer questions and difficulties 3.6. Successful proposals are prepared for implementation according to organisation guidelines
4. Set up new employer accounts	4.1. All required information is obtained from employer to set up new accounts 4.2. Employer accounts are set up and checked for accuracy 4.3. Employer/fund communication channels are established 4.4. Confirmation of new accounts is distributed according to organisation guidelines
5. Provide ongoing liaison and management of accounts	5.1. Employer documentation is maintained according to organisation requirements 5.2. Employer is provided with ongoing communications regarding the progress and implementation of superannuation account 5.3. Employer is provided with ongoing contact to respond to enquiries and difficulties 5.4. Employer difficulties, enquiries and/or complaints are responded to efficiently and in accordance with organisation guidelines 5.5. All transactions of employer account are managed

ELEMENT	PERFORMANCE CRITERIA
	and maintained accurately and according to organisation guidelines
6. Apply quality systems	6.1. System and process checks are implemented regularly and any irregularities identified and acted upon 6.2. Consequences of incorrect processing of contributions or benefits are identified and explained 6.3. Work is conducted in accordance with relevant legislation and regulations 6.4. Best practice standards are identified and incorporated into work practice 6.5. Training and professional development are undertaken to maintain currency and develop skills

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- highly-developed communication skills to:
 - liaise with others, share information, confirm work requirements, using questioning and active listening as required
 - use language and concepts appropriate to cultural differences
- well-developed numeracy and IT skills to:
 - perform calculations related to superannuation systems
 - use appropriate software such as word processors, spreadsheets and databases
 - use internet information
- well-developed literacy skills to read and interpret documentation from a variety of sources and record and consolidate related information
- interpersonal skills to relate effectively within a team environment
- organisation skills, including the ability to plan and sequence work
- high level analytical and interpretative skills
- self-management skills for complying with ethical, legal and procedural requirements
- learning skills to maintain knowledge of changes to compliance legislation and requirements
- problem solving skills to address compliance and related issues
- judgement skills for forming recommendations in operational situations
- management skills for working effectively in a constantly changing environment

Required knowledge

- features, compliance and reporting requirements of the Superannuation Industry (Supervision) (SIS) Act, Taxation Act and other relevant legislation
- compliance responsibilities for fund administrators
- features and benefits of fund options and services
- compatibility issues of IT systems with superannuation software
- procedures for processing superannuation contributions
- IT, human resource and management requirements for superannuation systems
- organisation communication and documentation procedures

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • review employer technology systems to ensure compatibility • analyse employer system needs • present appropriate/most suitable fund/system for clients • set up new employer accounts and provide ongoing liaison and management of client accounts • assess and analyse employer needs to identify best fund systems to meet employer's needs • develop and present proposals and establish accounts.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment • access to and the use of a range of common office equipment, technology, software and consumables • access to organisation financial records • access to organisation policies and procedures.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:</p> <ul style="list-style-type: none"> • evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency • observing processes and procedures in workplaces • verbal or written questioning on underpinning knowledge and skills • evaluating samples of work • accessing and validating third party reports • setting and reviewing workplace business simulations or scenarios.
Guidance information for assessment	

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p><i>Employer details</i> may include:</p>	<ul style="list-style-type: none"> • contact details • description of IT and payment systems • needs analysis • sales/service strategy.
<p><i>Follow-up service</i> may include:</p>	<ul style="list-style-type: none"> • development of proposals • forwarding of fund information • meetings • on site visit • phone contact • presentation to employees • presentation to employer • research.
<p><i>Organisation procedures</i> may include:</p>	<ul style="list-style-type: none"> • best practice standards • codes of practice • documentation and filing procedures • internal communications • legislative requirements • regulatory requirements • system/computer procedures.
<p><i>Required information</i> may include:</p>	<ul style="list-style-type: none"> • authorisation procedures • contact details • details of fund options taken • employee details • IT system details • payment times • rollover details.

Unit Sector(s)

Unit sector	Superannuation
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		