



Australian Government

Department of Education, Employment and Workplace Relations

FNSSUP508A Provide effective information to members

Revision Number: 1

FNSSUP508A Provide effective information to members

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to clarify requirements for information, obtain relevant information, produce information in a suitable format and distribute superannuation information to members.</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 effective information provision to members and can be applied to all superannuation fund types.</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. Clarify requirements for information	1.1. All sources of <i>information</i> , format requirements, preparation timelines and budget are clarified and agreed within the organisation 1.2. Trustee and relevant statutory requirements are determined and incorporated into documentation
2. Obtain relevant information	2.1. Sources of current and sufficiently comprehensive and detailed information relevant to the requirements are identified 2.2. Data is collated and processed to produce information in a useable form
3. Produce information in suitable format	3.1. Significance and implications of relevant factors are correctly assessed and incorporated into documentation 3.2. Documentation is produced in a manner allowing for useful deductions and inferences to be drawn 3.3. Media, language and form of presentation is selected based on suitability to the intended audience 3.4. Information is presented comprehensively, accurately, concisely and in plain English in company format 3.5. All draft information is distributed to relevant <i>specialists</i> to ensure all legal, financial and other data is pertinent and accurate
4. Distribute information	4.1. Information is distributed to members within required timeframes and after verification 4.2. Systems to record distribution and responses are designed and implemented

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
- numeracy and IT skills to:
 - perform calculations related to member funds
 - access and update account records electronically
 - use computers, telecommunication devices, client, member services databases and organisation accounting software systems
 - use internet information
- well-developed literacy skills to:
 - read and interpret documentation from a variety of sources and record and consolidate related information
 - produce high level information
- data analysis and interpretation skills
- interpersonal skills to relate effectively within a team environment
- organisation skills, including the ability to plan and sequence work
- problem-solving skills to identify any issues that have the potential to impact on the information provision and reporting process or outcome and to develop options to resolve these issues when they arise
- learning skills to maintain knowledge of changes to products and relevant legislation
- judgement skills for forming recommendations in operational situations
- management skills for working effectively in a constantly changing environment

Required knowledge

- basic graphic design
- planning and organising techniques and tools
- sources of research information
- structure and procedures of superannuation industry and funds
- suitable formats for information for people with specific needs such as:
 - larger font for older people
 - translated into a range of community languages

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"> • clarify information format requirements, preparation timelines and budgets • obtain relevant information related to member accounts • produce information in suitable format to clarify and present fund information in clear and concise manner • distribute information using relevant methods.
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>Information</i> may include:</p>	<ul style="list-style-type: none"> • member booklets • structured presentations • multimedia • notices to members • annual reports • video or audio media • newsletters • member election documentation.
<p><i>Specialists</i> may include:</p>	<ul style="list-style-type: none"> • trustees • members • employers • statutory bodies (e.g. courts, taxation department).

Unit Sector(s)

Unit sector	Superannuation
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		

