



Australian Government

FNSCUS501 Develop and nurture relationships with clients, other professionals and third party referrers

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to communicate and network with a wide range of people, internal and external to the organisation, to increase efficiency, build continuing relationships and improve sales.

It applies to individuals who are responsible for relationship development and may use a range of specialised and managerial techniques to engage with others.

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

Unit Sector

Customer service

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. Develop professional business relationships	1.1 Conduct all dealings with clients, professionals and other third parties professionally in accordance with organisational policy and procedures, and legislative, regulatory and professional codes of practice 1.2 Develop and maintain positive relationships using organisation's social, business and ethical standards 1.3 Carry out dealings with colleagues, clients and other parties effectively and with respect to confidentiality 1.4 Adjust interpersonal styles and methods to needs and situation of other parties

ELEMENT	PERFORMANCE CRITERIA
2. Build and maintain business networks and relationships	2.1 Develop and maintain business and professional networks and other relationships to benefit organisation 2.2 Identify and cultivate relationships using business and professional networks to promote and market organisation 2.3 Expand and enhance reputation of organisation in cooperation with other professionals and third parties, and identify new and improved business practices
3. Nurture relationships and build on referral business for the long term	3.1 Follow up referral business using appropriate communication channels to find and secure new business relationships 3.2 Identify referral needs quickly and provide information about organisation's relevant products and services 3.3 Organise interview with referral business where needs can be met, or identify other sources of information that may assist clients.

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.2, 2.3	Extracts and interprets relevant information from a range of structurally complex texts
Writing	3.1	- Produces a range of business documents according to organisational and regulatory requirements - Uses clear and logical language and relevant terminology to convey ideas and advice
Oral Communication	1.2,1.4, 2.1-2.3, 3.1-3.3	- Initiates effective spoken interactions using appropriate listening and questioning strategies to establish information and interest from others - Uses clear and detailed language to provide accurate advice and support to others
Numeracy	1.1, 2.3, 3.3	Uses financial systems, interprets detailed financial texts and extracts relevant information for others
Navigate the world of work	1.1–1.3	Follows legislative requirements, organisational protocols, policy and procedures relevant to own role

Interact with others	1.1-1.4, 2.1-2.3, 3.1-3.3	- Selects and uses appropriate conventions and protocols when communicating with business and professional networks, adjusting personal communication style in response to the values, beliefs and cultural expectations of others - Collaborates and cooperates with others to build rapport and maintain business networks
Get the work done	1.1, 1.2, 2.1-2.3, 3.1-3.3	- Plans, organises and implements tasks to achieve organisation's promotion and networking objectives - Systematically gathers and analyses all relevant information and evaluates options to make decisions about building and maintaining business networks and relationships - Uses digital technologies and tools to access, store and share information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSCUS501 Develop and nurture relationships with clients, other professionals and third party referrers	FNSCUS501A Develop and nurture relationships with clients, other professionals and third party referrers	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for FNSCUS501 Develop and nurture relationships with clients, other professionals and third party referrers

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Performance Evidence

Evidence of the ability to:

- liaise, develop and secure longstanding and effective relationships
- apply high level communication, negotiation, interpersonal and relationship management skills
- interpret and apply the goals, policies and procedures of the organisation
- monitor and introduce new ways to improve work relationships
- adapt to any special needs of clients, including cultural, language, race, religion, ethnic origin, socioeconomic status and demographic needs.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the organisation's social, business and ethical standards relevant to building relationships and business
- explain the role of different communication channels and tools in relationship development
- describe effective interpersonal skills, and negotiation and communication principles
- identify relevant associations, conferences and other relationship building opportunities
- identify relevant business contexts for networking and relationship development
- outline the key requirements of relevant legislation, regulation and industry/professional codes of practice that apply to relationship management.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the customer service field of work and include access to:

- common office equipment
- contact software system and data
- financial services product information.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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