



Australian Government

Assessment Requirements for FNSCUS512 Monitor clients' financial requirements

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:

- monitor the financial needs of at least three different clients.

In the course of the above, the candidate must:

- apply a systematic approach to collecting and analysing required information
- review and monitor client records and data to determine contact required and monitor risk
- contact authorised representatives regularly and consider any special client requirements and/or business needs.

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:

- key features of industry compliance requirements for client services
- industry and organisational policy requirements regarding client information management, communication and service guidelines
- organisational policies and procedures relating to managing client information and communication
- financial services industry developments and trends relevant to client needs and the business
- industry market position relative to product and line of business
- types of organisational communication channels.

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 communication equipment
- integrated financial software system and data.

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>