



Australian Government

Assessment Requirements for FNSCUS515 Determine client financial requirements and expectations

Release: 1

Assessment Requirements for FNSCUS515 Determine client financial requirements and expectations

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:

- determine the financial requirements and expectations for financial investment products of at least three different clients.

In the course of the above, the candidate must:

- establish an overview of each client's personal and financial situation
- determine each client's risk profile.

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 requirements and industry codes of practice relating to determining client financial requirements and expectations
- organisational policies, procedures and protocols, including for:
 - determining client financial requirements, expectations and investment needs
 - recording and maintaining client-related information, including required formats and accessible locations
- types of information used to determine clients' financial situation and expectations
- financial product sales techniques
- risk and fraud indicators relating to client's financial position
- risk and reward principles in relation to financial products and services
- techniques and tools for providing quality customer service.

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
- integrated client contact and information system and data
- financial product information.

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>