



Australian Government

Assessment Requirements for FNSCUS601 Establish, manage and monitor key relationships

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.

Performance Evidence

Evidence of the ability to:

- determine criteria and identify key relationships for the business
- develop comprehensive systems to manage relationships and provide quality service
- monitor procedures and systems to ensure key relationships are managed and maintained effectively
- comply with industry regulations and codes of practice
- work effectively with others using high level communication, interpersonal and negotiation skills.

Note: If 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:

- describe organisational criteria used to define key relationships
- outline the role of changing market conditions in establishing, managing and monitoring key relationships
- outline organisational administrative, research, reporting and training requirements relevant to the effective management of key relationships
- explain key requirements of relevant industry legislation, regulations and codes of practice
- discuss principles and techniques of effective communication and negotiation in key 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, technology, software and consumables
- financial services product information.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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