



Australian Government

FNSCUS601 Establish, manage and monitor key relationships

Release: 1

FNSCUS601 Establish, manage and monitor key relationships

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 define, identify and provide a quality service, and manage relationships with key clients of the organisation.

It applies to individuals who provide leadership and guidance with responsibility for the outcomes of their own and others' work.

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. Establish criteria for identifying key relationships	1.1 Establish criteria for identifying client as key relationship to organisation 1.2 Communicate criteria for key relationships to staff and agents for organisation as required 1.3 Conduct regular reviews of organisation's criteria for key relationships to take into account changing market conditions and client profiles
2. Identify key relationships	2.1 Review existing clients using criteria for key relationships to develop database of key relationship clients 2.2 Allocate each key relationship to identified senior representatives

ELEMENT	PERFORMANCE CRITERIA
	2.3 Inform all staff of key relationships and responsible representative for each key relationship
3. Establish service structures for key relationships	3.1 Provide appropriate training to representatives who deal with key relationships 3.2 Establish administrative and research arrangements to support key relationships 3.3 Establish service guidelines for key relationships, including terms of trade and fees, and communicate to representatives 3.4 Prepare organisational capability briefs for key relationships, including clear statements on standards of service, quality assurance procedures, reporting arrangements and compliance with legislative and regulatory requirements
4. Establish monitoring procedures for key relationship services	4.1 Establish procedures for representatives to report on key relationship service delivery 4.2 Establish reporting arrangements that protect client confidentiality and comply with industry codes of practice, and legislative and regulatory requirements 4.3 Conduct client satisfaction surveys with key relationships and communicate results to staff 4.4 Resolve complaints efficiently and analyse process for potential service improvements 4.5 Conduct regular reviews of key relationship service delivery against organisational standards and key performance indicators (KPIs)

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, 1.3, 2.1, 3.2, 3.4, 4.2, 4.3, 4.4, 4.5	- Extracts, analyses and compares information from a range of texts to determine actions - Evaluates structurally complex texts to ensure service delivery complies with organisational, legislative and regulatory requirements

Writing	1.1, 1.2, 1.3, 2.1-2.3, 3.1, 3.2, 3.3, 3.4, 4.1, 4.2, 4.3, 4.4, 4.5	- Analyses and compiles numerical data and text information to define criteria for key client relationships - Conveys specific operational information, requirements and recommendations to others using clear and detailed language, correct terminology, grammar and punctuation
Oral Communication	1.1, 1.2, 2.1, 2.3, 3.1, 3.2, 3.3, 4.3, 4.4	- Participates in verbal exchanges of information demonstrating control of a range of oral techniques to elicit the views and opinions of others and to confirm understanding - Clearly articulates requirements using language, tone and pace appropriate to audience and environment
Numeracy	1.1, 1.3, 3.3	Uses financial systems, interprets detailed financial texts and extracts relevant information for others
Navigate the world of work	3.3, 3.4, 4.1, 4.2, 4.5	Develops or modifies organisational policy and procedures to comply with legislative requirements and organisational goals
Interact with others	1.1, 1.2, 2.1, 2.3, 3.1, 3.2, 3.3, 4.3, 4.4	- Identifies and uses appropriate conventions and protocols when communicating with colleagues and external stakeholders - Provides support in their field of expertise to the management team - Recognises the importance of building rapport to establish effective working relationships
Get the work done	1.1-1.3, 2.1-2.3, 3.1-3.4, 4.1-4.5	- Plans, organises and implements work activities of self and others that ensure compliance with organisational policy and procedures, and legislative requirements - Takes responsibility for planning, organising and implementing systems to manage sensitive information and key relationships with clients - Evaluates effectiveness of systems and processes to inform decisions on how to implement improvements - Takes responsibility for maintaining the currency of documents and the quality of record keeping related to key relationship service provision - 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
FNSCUS601 Establish, manage and monitor key relationships	FNSCUS601A Establish, manage and monitor key relationships	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 FNSCUS601 Establish, manage and monitor key relationships

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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.

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