



Australian Government

Assessment Requirements for FNSORG507 Manage client service and business information

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:

- apply high level business management, financial planning, personnel management and marketing skills
- comply with organisational policy and guidelines, industry codes of practice and relevant legislation and regulations
- establish targets, and monitor and review performance of the business and its staff
- effectively manage client records and business information
- identify and address factors which may affect client service performance.

Knowledge Evidence

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

- outline the principles of business and financial planning
- outline the range of professional services provided in the financial services industry
- identify and explain the key requirements of relevant legislation, regulations and codes of practice impacting on client service and business information in the financial services industry
- describe key administrative processes and systems required to effectively manage client service and business information activity
- describe organisational financial authorisation and compliance requirements
- describe key financial products relevant to the organisation
- explain key features of effective human resource management practices relating to competency requirements and professional development
- explain record-keeping principles and systems
- explain the use of information management systems in maintaining comprehensive client records.

Assessment Conditions

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

- common office equipment, technology, software and consumables
- financial services product information
- an integrated financial software system and data
- organisational policy and procedures documentation.

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>