



Australian Government

Assessment Requirements for FNSPRM605 Establish or review marketing, client services and supplier 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:

- establish or review and implement the organisation's marketing strategy
- establish or review suppliers and the required level of service, including the development of terms of appointment and service standards
- establish or review business systems against practice requirements, document service standards and communicate to stakeholders.

Note: If a 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:

- identify and describe factors which may affect the marketing and performance of client services
- assess risks and benefits associated with using a range of products and services within a practice
- explain cost–benefit analyses applied to systems and procedures
- describe the key features of:
 - financial practice administrative processes and systems
 - financial products, their characteristics and risk profile
 - financial practice professional services
- explain the key requirements of relevant legislation, regulations and codes of practice impacting on the financial services industry
- analyse and discuss marketing and advertising principles, techniques and tools
- describe the key features of office information technology systems and software.

Assessment Conditions

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

- office equipment, technology, software and consumables
- relevant legislation, regulations and codes of practice.

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>