



Australian Government

FNSSAM311 Provide ancillary products and services that meet client needs

Release: 1

FNSSAM311 Provide ancillary products and services that meet client needs

Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0. Supersedes and is equivalent to FNSSAM301 Identify opportunities for cross-selling products and services.

Application

This unit describes the skills and knowledge required to identify and provide information on ancillary products for customers while providing other services.

The unit applies to individuals who, within their level of authority, apply product knowledge to make judgements and provide information to clients on financial services and products.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Sales and marketing

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. Identify opportunities for ancillary products and services	1.1 Respond to enquiry, identify customer needs and establish relationship with customer 1.2 Identify further opportunities for providing customer with ancillary products or services based on understanding of customer needs, and access further information about identified products and services as required
2. Present ancillary product and service options to client	2.1 Explain benefits and features of ancillary products and services to customer 2.2 Match organisation's products and services to identified

ELEMENT	PERFORMANCE CRITERIA
	customer needs and offer options 2.3 Check all options comply with related requirements of legislation, regulations and industry codes of practice
3. Refer sales or service to appropriate area	3.1 Prepare documentation for processing when decision has been reached on product and/or service to be provided 3.2 Refer customer to other appropriate sections of organisation, as required 3.3 Inform customer of reasons why referral to other personnel is required, as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	- Participates confidently in verbal exchanges and provides technically correct information using vocabulary, tone and pace appropriate to audience and situation - Uses active listening and questioning techniques to elicit the views and opinions of others and confirm understanding
Reading	Analyses a range of textual information from a variety of sources to identify key details, make judgements and determine requirements
Writing	Records outcomes of communications using specific language, grammar and punctuation to correctly and effectively convey recommendations
Technology	Uses the main features and functions of digital systems and tools to connect with others and to access, filter, extract, organise and present information

Unit Mapping Information

Supersedes and is equivalent to FNSSAM301 Identify opportunities for cross-selling products and services.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSSAM311 Provide ancillary products and services that meet client needs

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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:

- identify and provide fact-based information on at least one ancillary product and one service that meet client needs, for at least two different clients.

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:

- techniques for building customer relations and providing ancillary products and services
- key features of finance industry and organisational policies and procedures required to provide ancillary products and services
- key features of a range of financial products and services offered by or through an organisation, including:
 - interest rates
 - terms
 - special packages
- requirements of relevant legislation, regulations and industry codes of practice, including:
 - requirement to act in the best interests of the customer
 - potential and/or actual impact on information requested or provided.

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:

- financial services product information
- organisational policies and procedures
- clients requiring financial ancillary products or services
- office equipment, technology, software systems and its relevant data and consumables.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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