



Australian Government

Assessment Requirements for FNSSAM401 Sell financial products and services

Release: 1

Assessment Requirements for FNSSAM401 Sell financial products and services

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:

- interact with clients, collect the necessary information and match client needs to company products or services
- sell products and services, including matching client requirements to company products and services
- finalise and record the sale, completing relevant documentation as required.

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 the basic structure and operation of the financial services industry
- identify the key features of services and products within the financial services industry
- describe the key features of company policy and procedures for interacting with clients and solving problems
- describe the key requirements of relevant legislation and regulations impacting on the financial services industry in relation to selling products and services
- compare and contrast selling techniques
- describe the key features of the range of products and services available from an organisation including terms, interest rates, special packages and other conditions.

Assessment Conditions

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

- financial services product information
- a relevant software system and data
- organisational policy and procedures
- common office equipment, technology, software and consumables.

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>