



Australian Government

Assessment Requirements for FNSSAM403 Prospect for new clients

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:

- successfully undertake cold calling, relationship building and prospecting for sales of financial products and services
- establish a sales response and record required information.

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:

- analyse and discuss issues relating to buyer motives
- describe the key features of the buying and selling processes
- discuss the key features of conflict resolution and persuasion techniques, including how to overcome buyer resistance
- describe current industry product and service trends
- outline the key features of organisational requirements, including policy and procedures relevant to prospecting for new clients
- compare and contrast prospecting methods and management strategies
- analyse a range of relevant financial products and services, including their strengths and weaknesses
- describe the key features of sales and marketing techniques.

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>