



Australian Government

Assessment Requirements for FNSSAM411 Sell financial products and services

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

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:

- sell at least two financial products and at least two financial services.

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:

- industry codes of practice and legislative and regulatory requirements relevant to selling financial products and services, including ethical and professional practice requirements
- organisational policies and procedures for interacting with clients, solving problems and referring matters outside scope of own role
- basic structure and operation of the financial services industry
- organisational documentation processes
- financial products and services information, including:
 - terms and conditions
 - interest rates
 - special packages
 - disclaimers
 - disclosers
 - fees
- mathematical calculations required to comparing financial information and determining costs
- opportunities for cross selling products and services
- promotion and selling techniques and strategies
- risks associated with selling products
- types of services and products in the financial services industry.

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:

- information on financial products and services
- organisational policies and procedures
- legislation and regulations relevant to the provision of financial advice
- office equipment, technology, software, 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

Companion Volume Implementation Guide is found on VETNet -

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