



Australian Government

Assessment Requirements for FNSSAM421 Provide information on financial products and services to clients

Release: 1

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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 FNSSAM411 Sell financial products and services.

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:

- provide fact-based information on financial products and services to at least three different clients, based on their needs.

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 providing information on 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
- organisational documentation processes for recording and maintaining client information
- key features of financial products and services information, including:
 - types of services and products in the financial services industry
 - terms and conditions
 - interest rates
 - special packages
 - disclaimers
 - disclosures
 - fees
- mathematical calculations required to compare financial information and determine costs
- techniques for building client relations.

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>