



Australian Government

Assessment Requirements for FNSSAM521

Apply advanced techniques to provide financial products and services

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. No equivalent unit. Supersedes and is not equivalent to FNSSAM511 Apply advanced techniques to 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:

- apply advanced techniques to provide at least two different financial products and two different 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:

- organisational policies and procedures and legislative and regulatory requirements relating to promoting financial products and services
- advanced product positioning techniques and promotional approaches
- processes for monitoring and reviewing a promotional approach
- techniques and features of training and development programs for advisors and customer service representatives
- evaluation and monitoring techniques for financial products and services, their strengths, weaknesses and alignment with customer needs
- techniques and features of collateral and key messaging used to promote financial products and services to customers
- techniques for generating new and innovative ideas for promoting financial products and services
- opportunities for promoting ancillary products and services
- organisational documentation processes relating to provision of financial products or services
- techniques to calculate and estimate numerical and financial data used for products and services comparison.

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 and product information
- organisational policies and procedures and legislation
- office equipment, technology, software systems 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>