



Australian Government

Assessment Requirements for FNSSAM601 Monitor performance in sales of financial products or services

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:

- monitor and record sales targets and performance of an organisation, including the implementation of relevant policies and procedures
- evaluate and document client service standards and the achievement of sales targets
- provide clear feedback and advice on sales performance and quality client service to personnel and management.

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 client relations and service techniques
- describe the key requirements of industry codes of practice, legislation and regulations relating to financial products and services
- outline the key features of organisational policy and procedures in regard to selling products and services
- describe the key features of:
 - product or account and service range
 - branch or department sales targets
- explain the importance of sales to business performance and outline the factors that enhance sales performance
- compare and contrast sales 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
- 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>