



Australian Government

Assessment Requirements for FNSSUP434

Develop and provide knowledge of aged care to superannuation clients

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

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:

- develop and provide information of aged care options to at least three different superannuation clients; at least two of whom must be referred to sources of further information on aged care issues.

In the course of the above, the candidate must:

- convey and explain calculations involved in aged care fees and Centrelink and/or Department of Veterans' Affairs (DVA) entitlements
- use effective communication strategies appropriate to client when providing information.

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:

- legislative and regulatory requirements required to be followed when providing factual information or general aged care advice to superannuation clients
- organisational policies and procedures relating to providing information on aged care to clients
- structure of aged care system in Australia
- process to gain access to aged care services
- difference between providing factual information, general advice and personal advice in superannuation
- overview of the types of aged care accommodation and services available
- estate planning considerations affecting aged care and their impact on retirement planning decisions
- process of appointing a power of attorney and when this would be required

- importance of non-financial and emotional decisions and their impact on family decision-making relating to aged care
- impact on client's entitlements from Centrelink and/or the Department of Veterans' Affairs (DVA) of obtaining aged care services
- various independent living services available in retirement.

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:

- organisational equipment, technology, software and consumables
- financial services product information and aged care information
- organisational policies and procedures.

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>