



Australian Government

Assessment Requirements for FNSSUP504 Provide advanced customer service 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 1.0.

Performance Evidence

Evidence of the ability to:

- establish relationship with clients
- inform clients of the superannuation process and products, and respond to queries
- refer clients to other organisations or service providers outside areas of authority
- comply with all record and documentation requirements
- comply with role and advisory capacity limits.

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:

- describe the main features of different types of funds
- describe the key characteristics and structure of a superannuation product
- explain a range of superannuation features and concepts, including:
 - preservation rules
 - benefit payments and expenses
 - rollovers
 - retirement income stream products and associated risks
 - investment strategies within superannuation funds
 - restrictions on investment strategies
 - franking credits
 - capital gains tax (CGT) treatment
 - tax deductions
 - death benefits processes

- outline the structure of superannuation plans management and administration of superannuation products
- outline organisational policy and procedures, and complaints handling processes
- outline the process for:
 - dealing with employer and employee contributions
 - fee structures/administration and management costs
- outline key features of relevant legal principles and legislation relating to:
 - corporations
 - Australian Securities and Investments Commission (ASIC)
 - privacy
 - financial services reform
 - codes of practice
- outline the roles played by intermediaries and issuers
- explain the role of the representative.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the superannuation field of work and include access to:

- common office equipment, technology, software and consumables
- organisational financial records
- organisational policy and procedures.

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>