



Australian Government

Assessment Requirements for FNSSUP511 Manage customer complaints in superannuation

Release: 1

Assessment Requirements for FNSSUP511 Manage customer complaints in superannuation

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:

- manage at least three customer complaints in superannuation.

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 compliance and reporting requirements relating to managing complaints of superannuation clients, including:
 - obligations under privacy and data protection legislation when dealing with complaints
- Australian Securities and Investments Commission (ASIC) guidelines for providing information
- organisational policies and procedures and applicable legislative requirements relating to managing complaints of superannuation clients, including:
 - required preparation and documentation for external dispute bodies
 - organisational quality assurance
 - for accessing specialist personnel in escalations
- organisational information, documentation and communication systems
- timeframe and documentation requirements for compliance in complaints procedures
- legal implications of non-compliance in complaints procedures
- training and development on managing superannuation complaints
- monitoring tools for assessing internal compliance and process.

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
- 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>