



Australian Government

FNSSUP518 Provide information to superannuation fund members in writing

Release: 1

FNSSUP518 Provide information to superannuation fund members in writing

Modification History

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

Application

This unit describes the skills and knowledge required to clarify requirements, obtain and produce required superannuation information in a suitable format, and distribute to superannuation fund members in writing.

The unit applies to those who undertake research and use organisational skills to produce logically structured and accurate information that meets organisational quality and compliance requirements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Superannuation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Clarify requirements for information	1.1 Identify and confirm sources of information, format requirements, preparation timelines, audience and budget 1.2 Determine trustee and statutory requirements, and incorporate into documentation
2. Obtain required information	2.1 Identify sources of current, comprehensive and detailed information relevant to requirements 2.2 Collate and organise data required to produce information in usable form
3. Produce information	3.1 Assess significance and implications of relevant factors and

ELEMENT	PERFORMANCE CRITERIA
	incorporate into documentation 3.2 Produce documentation that allows deductions and inferences to be drawn 3.3 Select media, language and form of presentation based on audience 3.4 Present information according to organisational policies and procedures 3.5 Distribute draft information to required specialists and confirm legal, financial and other data is relevant
4. Distribute information	4.1 Distribute information to relevant members according to established timeframes and using required methods according to organisational policies and procedures 4.2 Design and implement systems to record distribution and responses

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	• Uses mathematical problem-solving techniques to check data and financial information, and to plan timelines and sequence work
Reading	• Researches, analyses and consolidates information and data from a range of sources to determine content requirements
Writing	• Produces high level, accurate information in logically structured documents using organisational formats • Uses clear language, and terminology and concepts appropriate for the audience to ensure clarity of meaning
Initiative and enterprise	• Makes critical decisions effectively in complex situations, taking into consideration a range of variables
Planning and organising	• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness • Monitors progress of plans and schedules, and reviews and changes as required
Self-management	• Takes responsibility for following organisational policies and procedures and legislative requirements, and identifies organisational implications of new legislation or regulations

SKILL	DESCRIPTION
Technology	• Uses digitally based technologies to enter, access or update information to achieve required outcomes, and to interact with clients

Unit Mapping Information

Supersedes and is equivalent to FNSSUP508 Provide effective information to members.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSSUP518 Provide information to superannuation fund members in writing

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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:

- provide information in writing to at least three different superannuation fund members according to required format, timelines and budgets.

In the course of the above, the candidate must:

- present information comprehensively, accurately and concisely using organisational format.

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 relating to providing factual information or general advice in superannuation
- organisational policies and procedures relating to providing factual information or general advice in superannuation
- planning and organising techniques and tools used to support the provision of effective information to members
- sources of research information and specialist advice
- structure and procedures of the superannuation industry and funds
- organisational format requirements and budget
- suitable formats for information for people with specific needs, including:
 - larger font for elderly clients
 - text translated into a range of community languages.

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

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