



Australian Government

FNSSUP601 Liaise with and support trustees

Release: 1

FNSSUP601 Liaise with and support trustees

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to determine trustee requirements, provide support to trustees, make recommendations to trustees and implement trustee decisions.

It applies to individuals who use specialised industry knowledge and problem-solving skills to contribute to continuous improvement and implement decisions relating to the management of funds.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

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. Determine trustee requirements	1.1 Establish communication and documentation requirements of trustees 1.2 Determine support requirements of trustees 1.3 Establish legislative and regulatory requirements in trustee liaisons 1.4 Implement operational procedure for working with trustees
2. Provide support to trustees	2.1 Provide support to trustees in a range of areas 2.2 Update trustees on progress in relevant areas

ELEMENT	PERFORMANCE CRITERIA
	2.3 Provide trustees with required information to implement trustee responsibilities 2.4 Resolve fund issues within limits of own responsibility 2.5 Manage according to organisational procedures
3. Make recommendations to trustees	3.1 Report on performance regarding standards achieved 3.2 Document recommendations clearly and logically 3.3 Provide trustees with recommendations for decisions on outsourced services and fund personnel, where appropriate
4. Implement trustee decisions	4.1 Clearly define trustee decisions and identify implications 4.2 Communicate trustee decisions to appropriate personnel 4.3 Initiate, supervise and monitor implementation of trustee decisions 4.4 Provide confirmation of implementation to trustees

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3	- Analyses and interprets complex textual and numerical information from a range of sources - Reviews specific aspects of information to determine requirements and formulate recommendations
Writing	2.2, 2.3, 3.1-3.3, 4.1, 4.2, 4.4	- Accurately documents complex information following organisational procedures and protocols - Uses correct language, concepts and terminology to convey and clarify explicit information and requirements
Oral Communication	2.2, 2.3, 3.1, 3.3, 4.2, 4.4	- Participates in verbal exchanges using active listening and questioning to convey and clarify information - Clearly and effectively presents complex information using language and concepts appropriate to audience and purpose
Numeracy	2.1, 2.3, 3.1	Performs calculations and applies mathematical problem-solving techniques to analyse data,

		performance trends and targets
Navigate the world of work	1.3, 1.4, 2.3	Takes full responsibility for following policies, procedures and legislative requirements
Interact with others	2.2, 3.1, 3.3, 4.2, 4.4	- Selects and uses appropriate conventions and protocols when communicating with stakeholders - Implements strategies to build rapport and foster strong relationships with a diverse range of stakeholders - Collaborates with others to share information, and elicit and provide feedback
Get the work done	1.1-1.4, 2.1, 2.3-2.5, 3.1, 3.2, 4.1, 4.3	- Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness - Applies systematic and analytical decision-making processes for complex and non-routine situations - Addresses complex problems involving multiple variables, using formal analytical and lateral thinking techniques, experience and knowledge - Uses a range of digitally based technologies to enter, access or update information to achieve required outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSSUP601 Liaise with and support trustees	FNSSUP601A Liaise with and support trustees	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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