



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FNSCUS506A Record and implement client instructions**

**Revision Number: 1**

## FNSCUS506A Record and implement client instructions

### Modification History

Not applicable.

### Unit Descriptor

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Unit descriptor</b> | <p>This unit describes the performance outcomes, skills and knowledge required to establish direct, shareholder, member, organisation, stockbroker, trustee, agent and intermediary client instructions regarding financial investments, and to accurately record and implement them and provide appropriate after sales service.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p> |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Application of the Unit

|                                |                                                                                      |
|--------------------------------|--------------------------------------------------------------------------------------|
| <b>Application of the unit</b> | <p>This unit applies to a range of job roles in the financial services industry.</p> |
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

|                           |  |  |
|---------------------------|--|--|
| <b>Prerequisite units</b> |  |  |
|                           |  |  |
|                           |  |  |

## Employability Skills Information

|                             |                                          |
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| <b>Employability skills</b> | This unit contains employability skills. |
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## Elements and Performance Criteria Pre-Content

|                                                                   |                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
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## Elements and Performance Criteria

| ELEMENT                                                     | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Execute instructions to satisfy client requirements      | <p>1.1. The <b>client</b> is adequately identified and <b>instructions given in good faith</b> are confirmed and requirements sought</p> <p>1.2. Relevant <b>client instructions</b> are recorded and documented promptly and accurately in accordance with organisation policy and guidelines, confidentiality requirements, and with relevant legislation or industry codes of practice</p> <p>1.3. Client instructions are actioned with relevant personnel or section in accordance with client requirements, organisation policy and guidelines, confidentiality requirements, and with relevant legislation or industry codes of practice</p>                                                                        |
| 2. Review and monitor implementation of client instructions | <p>2.1. Terms and conditions of agreed options and investment strategies are reviewed and monitored for consistency with client instructions</p> <p>2.2. Implementation strategies and actions are regularly monitored and reviewed to ensure compliance with client instructions</p> <p>2.3. Clients are regularly updated on the implementation and administration of their agreed investment strategies and instructions to ensure no breaches of agreement or anomalies occur</p> <p>2.4. Clients are advised of changes to markets, legislative or organisation requirements or guidelines where appropriate</p>                                                                                                      |
| 3. Provide additional/after sales service                   | <p>3.1. Client <b>documentation</b>, information and histories are periodically reviewed to determine areas and extent of <b>additional after sales service</b> that can be provided</p> <p>3.2. Potential areas of additional after sales service are communicated to clients utilising identified marketing strategies</p> <p>3.3. Defined additional after sales service is agreed with clients and provided as required</p> <p>3.4. Areas of client dissatisfaction are identified and acted upon in a prompt, professional and ethical manner, and in accordance with <b>organisation policy and guidelines</b>, confidentiality requirements, and with <b>relevant legislation or industry codes of practice</b></p> |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- well-developed communication skills to:
  - establish client financial service requirements, using questioning and active listening as required
  - liaise with others, share information, listen and understand
  - use language and concepts appropriate to cultural differences
- research and analysis to access, interpret and manage information on client instructions and match to products and services
- problem solving skills to address client needs
- judgement skills for forming recommendations in operational situations
- IT skills for accessing and using specialised contact databases, client and product information systems and using internet information
- well-developed literacy skills for:
  - reading and interpreting documentation from a variety of sources and recording, gathering and consolidating information
  - drafting client reports and recording instructions
- learning skills to maintain knowledge of industry products and operating environment
- organisational skills, including coordinating activities across an organisation, monitoring client satisfaction and planning and sequencing work

#### Required knowledge

- characteristics of local and international financial markets and investments
- current economic climate and outlook
- financial product service terms and conditions
- fraud detection and prevention procedures and practises
- general sales and marketing techniques
- organisation policy, procedures and requirements
- relevant financial association's business rules
- relevant financial services industry legislation and codes of practice
- tax factors impacting on financial services clients

## Evidence Guide

### EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

#### Overview of assessment

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- accurately record and implement client instructions in accordance with organisation, industry and legislative requirements
- monitor and review implemented strategies against client instructions and provide after sales service
- consider and adapt to any special needs of clients, including cultural, language, race, religion, ethnic origin, socioeconomic status and demographic needs.

#### Context of and specific resources for assessment

Assessment must ensure:

- competency is demonstrated in the context of the financial services work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment
- access to and the use of a range of common office equipment, technology, software and consumables
- access to financial services product information
- access to a client information system and data.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:

- evaluating an integrated activity which combines the elements of competency for the unit or a cluster of related units of competency
- observing processes and procedures in workplaces
- verbal or written questioning on underpinning knowledge and skills
- evaluating samples of work
- accessing and validating third party reports.

#### Guidance information for assessment

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Clients*** may include:

- agents
- companies and organisations
- individuals
- intermediaries
- members
- members of the public
- shareholders
- stockbrokers.
- trustees.

***Instructions given are in good faith*** may include:

- satisfaction by advisers that the client has been adequately identified
- that the adviser has no reason to believe another party is not acting honestly and, where applicable, for the benefit of the client
- that the person giving instructions is acting in observance of agreed terms of business.

***Client instructions*** should include:

- description and number of securities to be bought/sold
- identity of person receiving instruction or order
- name of client
- person placing the order
- time and date of receipt of order
- record of client instructions should include:
  - identity of person receiving instruction or order
  - time and date of receipt of order
  - name of client
  - person placing the order
  - description and number of securities to be bought/sold
  - price limit or price related instructions
  - time limits on order (if any)
  - discretionary or other relevant instructions such as:
    - other execution instructions
    - advice

| <b>RANGE STATEMENT</b>                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                    | <ul style="list-style-type: none"> <li>• no advice</li> <li>• settlement instructions.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Documentation</b> may include:                  | <ul style="list-style-type: none"> <li>• adviser diary</li> <li>• agreements</li> <li>• bills</li> <li>• brochures</li> <li>• contracts or policy statements</li> <li>• day book</li> <li>• electronic order form</li> <li>• electronic trade confirmation</li> <li>• financial services guides</li> <li>• in-house publications</li> <li>• legal, government, professional and other documents</li> <li>• meeting notes</li> <li>• memos</li> <li>• official, general and other correspondence</li> <li>• product disclosure Statements</li> <li>• program recommendations</li> <li>• prospectuses</li> <li>• quotations</li> <li>• reasons for adopting/incorporating certain information in preference to other information</li> <li>• receipts</li> <li>• records of telephone conversations</li> <li>• reference to all evidence and information considered</li> <li>• reports: <ul style="list-style-type: none"> <li>• research</li> <li>• statistical</li> <li>• ad hoc</li> <li>• transaction</li> <li>• other</li> </ul> </li> <li>• statements of advice</li> <li>• written advice.</li> </ul> |
| <b>Additional after sales service</b> may include: | <ul style="list-style-type: none"> <li>• assessment of: <ul style="list-style-type: none"> <li>• costs</li> <li>• liquidity</li> <li>• flexibility</li> <li>• security</li> <li>• potential capital growth</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| <b>RANGE STATEMENT</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                       | <ul style="list-style-type: none"> <li>• corporate advice</li> <li>• discretionary accounts</li> <li>• financial planning</li> <li>• investment spread information</li> <li>• margin lending</li> <li>• money market facilities</li> <li>• portfolio management and administration</li> <li>• research</li> <li>• scrip lending</li> <li>• tax factors advice</li> </ul>                                                                                                                                                                                                                                                                           |
| <b>Organisation policy and guidelines</b> may include:                | <ul style="list-style-type: none"> <li>• advertising and marketing</li> <li>• administrative</li> <li>• codes of practice</li> <li>• complaints and dispute resolution procedures</li> <li>• IT and administrative systems</li> <li>• policies and procedures in relation to client service</li> <li>• product or service development.</li> </ul>                                                                                                                                                                                                                                                                                                  |
| <b>Relevant legislation or industry codes of practice</b> may include | <ul style="list-style-type: none"> <li>• confidentiality requirements including any requirements under legislation such as:               <ul style="list-style-type: none"> <li>• Consumer Affairs Act</li> <li>• Privacy Act</li> <li>• Consumer Credit Code</li> </ul> </li> <li>• contract law</li> <li>• corporations law</li> <li>• industry codes of practice and standards set out in organisation policies and procedures</li> <li>• National Guarantee Fund Rules</li> <li>• relevant financial association's business rules and code of conduct</li> <li>• Taxation Act</li> <li>• Trade Practices Act</li> <li>• trust law.</li> </ul> |

## Unit Sector(s)

|                    |                  |
|--------------------|------------------|
| <b>Unit sector</b> | Customer service |
|--------------------|------------------|

## Competency field

|                  |  |
|------------------|--|
| Competency field |  |
|------------------|--|

## Co-requisite units

|                    |  |  |
|--------------------|--|--|
| Co-requisite units |  |  |
|                    |  |  |