



Australian Government

Department of Education, Employment and Workplace Relations

FNSFPL605A Present and negotiate complex and innovative financial plans

Revision Number: 1

FNSFPL605A Present and negotiate complex and innovative financial plans

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to present and negotiate a complex or innovative preliminary, amended or final financial plan to a client. It encompasses creating rapport with clients, presenting financial plans to the clients, negotiating effectively, and completing and maintaining necessary documentation. This unit is applicable to individuals working within enterprises and job roles subject to licensing, legislative, regulatory or certification requirements including legislation administered by the Australian Securities and Investments Commission (ASIC).
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Application of the Unit

Application of the unit	This unit applies to senior financial planners, senior para-planners and senior technical staff.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	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. Create rapport with the client	1.1. Disclosure of capacity to client is consistent with industry requirements and organisation guidelines 1.2. Client concerns, if any, are identified and responded to appropriately 1.3. Services explained to client are given orally and in writing in a clear and unambiguous way, avoiding jargon and in a language appropriate to the receiver 1.4. Client is assisted to make informed choices using the relevant documentation 1.5. Client's needs and objectives are addressed in a manner consistent with client's level of financial understanding
2. Present financial plan to the client	2.1. Strategies and recommendations in the financial plan are explained and discussed with the client in a clear and unambiguous way 2.2. The financial plan document is prepared, explained and discussed with the client in a clear and unambiguous way 2.3. Client is guided through the assumptions used in formulating the plan and the degree to which variations in the assumptions may impact on expected outcomes is discussed 2.4. Impact of the recommendations is clearly and comprehensively discussed with the client including advantages, risks and any disadvantages of particular proposals 2.5. Implementation actions required by the client are clearly explained and written agreement to actions is obtained 2.6. Fees, charges and commissions are clearly explained to the client 2.7. Any commercial relationship of the representative and their organisation to products and or services mentioned in the plan are disclosed to the client 2.8. Adviser identifies and addresses issues that in their professional judgement may require further consideration or consultation with other financial services professionals 2.9. Copies of the research and other documentation are provided to the client as required or when requested and confirmation is sought that the client understands the recommendations presented 2.10. Product knowledge appropriate for the service or advice offered is demonstrated in

ELEMENT	PERFORMANCE CRITERIA
	discussion with the client 2.11. After sales service to be provided is clearly defined, and is communicated to the client
3. Negotiate effectively	3.1. Clients are assisted to make appropriate decisions regarding solutions to their needs and objectives with alternatives to recommendations presented when requested 3.2. Limits imposed by regulatory requirements or organisation guidelines are observed 3.3. Restraint and composure are exercised when dealing with conflict situations involving clients 3.4. Communication channels are maintained when dealing with complaints and internal and external complaint handling procedures are observed 3.5. Agreement in principle to proceed is obtained from the client
4. Complete and maintain necessary documentation	4.1. Financial plan is adjusted according to changes agreed to with the client and a proposal and other documents are completed and signed off when plan is agreed 4.2. Client records are created or updated with contract variations completed if required 4.3. Confirmation including relevant documentation and contract variation is provided to the client and final plan implemented 4.4. Customer advice is recorded in accordance with current industry documentation requirements 4.5. Instructing or purchasing documents where required are signed by the client

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- highly developed communication skills to:
 - determine and confirm complex client requirements, using questioning and active listening as required
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- well-developed research and analysis skills for:
 - accessing and managing comprehensive and complex information
 - interpreting complex documentation
 - forming a holistic perspective of complex situations and identify implications
- well-developed numeracy skills to accurately analyse, record and store data in accordance with organisational requirements
- well-developed literacy skills for analysing complex information and products to ensure appropriateness to client needs, currency and accuracy
- IT skills for accessing and using appropriate software such as spreadsheets and databases and using internet information
- self-management skills for complying with ethical, legal and procedural requirements
- learning skills to maintain knowledge of changes to compliance legislation and requirements
- highly developed problem solving skills to identify any issues that have the potential to impact on the planning process or outcome and to develop options to resolve these issues when they arise
- organisational and time management skills to sequence tasks, meet timelines and arrange meetings
- critical reasoning and judgement skills for forming recommendations in operational situations

Required knowledge

- impact of relevant economic, taxation and social security policy on the client's financial planning needs
- impact of relevant estate planning considerations on the client's financial planning needs
- investment and savings vehicles, financial markets, asset classes and investment characteristics
- investment risk factors and relationship to return expectations
- products available in the financial services industry
- relevant industry codes of practice and requirements

REQUIRED SKILLS AND KNOWLEDGE

- requirements related to the disclosure of capacity
- role of the financial planning adviser and the financial planning practice
- terms of the acts and regulations affecting the industry

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:

- apply comprehensive knowledge of the financial planning industry, industry regulations and codes of practice, financial products, financial markets and investment characteristics to the role of financial adviser
- assess impacts of taxation, social security, economic and other government policies on client investment and financial requirements
- apply knowledge of sales and marketing media and methodologies
- successfully present complex financial plans to clients providing justification and research evidence for all elements of the plan and gain client feedback on, and agreement to, the plan.

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.

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 or role plays
- verbal or written questioning on underpinning knowledge and skills
- setting and reviewing workplace projects and business simulations/scenarios
- evaluating samples of work
- accessing and validating third party reports.

EVIDENCE GUIDE**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.

Disclosure of capacity will include:

- a statement indicating whether the adviser is only accredited to sell or advise on a restricted range of products
- any relationship the adviser and/or their organisation have with products mentioned in the financial plan
- name and address of the registered adviser
- the means of remuneration of the adviser
- who is responsible for the adviser's conduct.

Financial plans covered by this unit:

- are those which are identified according to practice guidelines as complex or which are for commercial relationship reasons identified as requiring development to a higher than normal standard
- could involve above average sums of money, plans with complex legal, regulatory or estate issues, plans covering an above average range of products or plans for major clients.

Documentation may include:

- disclaimers
- disclosures
- Eligible Termination Payment (ETP) forms
- written advice.

Products include, but are not limited to:

- cash deposits
- derivatives
- direct investments
- equities
- futures
- insurance products
- managed investments
- superannuation.

Unit Sector(s)

Unit sector	Financial planning
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		