



Australian Government

Department of Education, Employment and Workplace Relations

FNSSUP305A Implement member investment instructions

Release: 1

FNSSUP305A Implement member investment instructions

Modification History

Release	Comments
Release 1	This Unit of Competency first released with <i>FNS10 Financial Services Training Package version 2.0</i> . Migrated from FNS04. Replaces FNSSUPR304B Implement trustee investment instructions.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to implement and confirm investment instructions from fund members. The unit encompasses determining and documenting member investment instructions, implementing member instructions and confirming investment arrangements with the member and the fund.

Application of the Unit

The unit has application across all fund types.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Determine and document member investment instructions	1.1 All member <i>investment instructions</i> are accurately and promptly documented 1.2 Instructions are clarified with member when necessary and checked that they are in accordance with the trust deed
2. Implement member instructions	2.1 Instructions are implemented without amendment or interpretation according to company procedures 2.2 Requirements are fulfilled according to company procedures and within required timeframes 2.3 All investment documentation is accurately maintained according to company procedures
3. Confirm investment arrangements with the member	3.1 Member investment instructions are confirmed and documented 3.2 Regular reports on investments are prepared in accordance with instructions and relevant legislative requirements

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - use questioning and active listening to gather and check information
 - liaise and share information with others
 - communicate appropriately with people from diverse backgrounds
- numeracy skills to:
 - interpret numeric data and from this perform calculations related to achieving required outcomes
- IT skills to:
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems)
 - access and update records electronically
- reading skills to:
 - read and understand relevant procedures
 - read and interpret applications and supporting documentation
- writing skills to:
 - accurately record information
 - prepare professional letters and emails
- organisational skills to efficiently plan and sequence work
- problem solving skills to address inaccuracies and omissions in applications
- analytical skills to effectively analyse information and data

Required knowledge

- product terms and conditions
- company policy, procedures, guidelines and authorities
- superannuation fund structure
- industry sector compliance requirements
- investment and finance terminology
- computerised superannuation systems and procedures.

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: • determine and document member instructions • implement member instructions • confirm investment arrangements with member
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 information about a workplace policies and procedures.
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 units of competency • observing processes and procedure in workplaces • verbal or written questioning on underpinning knowledge and skills • evaluating samples of work • accessing and validating third party reports • setting and reviewing workplace business simulations or scenarios.
Guidance information for assessment	

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.

<i>Member Investment instructions</i> may be provided by:	• authorised form • verbal authority (i.e. over the phone)
---	--

Unit Sector(s)

Superannuation