



Australian Government

Department of Education, Employment and Workplace Relations

FNSSUP404A Establish and customise complex employer accounts

Revision Number: 1

FNSSUP404A Establish and customise complex employer accounts

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to set up accounts for corporate clients of master trusts and complex clients within industry funds, using a computerised information management system or database. It encompasses obtaining information for new employer records, setting up new files for employers, confirming schedules/ exemptions, rules, insurance details, etc., setting up of account systems and implementing quality assurance systems. 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 job roles involving establishing and customising complex employer accounts and has application to trustee roles.
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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. Obtain information for new employer records	1.1. Comprehensive briefing of details for new employer record is obtained from field representative/employer relationship manager 1.2. Information is checked for completion, accuracy and inconsistencies 1.3. Further details required are obtained from fund representative or employer, as required
2. Set up new file for employer	2.1. Data is entered into organisation information system 2.2. New employer file is activated 2.3. Employer contribution mechanism is established 2.4. Details of schedules/exceptions, rules, insurance details and categories are entered
3. Set up account systems	3.1. Insurance arrangements are set up as required 3.2. Details of account options are entered 3.3. Facility for bulk load transfers is established if required
4. Implement quality assurance procedures	4.1. Organisation procedures are followed 4.2. Employer details are established and maintained in accordance with organisation requirements 4.3. Data entry is checked according to organisation procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to:
 - liaise with others, share information, confirm work requirements, using questioning and active listening as required
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - perform calculations related to complex employer accounts
 - access and update account records electronically
 - use internet information
- literacy skills to read and interpret documentation from a variety of sources and record and consolidate related information
- data analysis and interpretation skills
- interpersonal skills to relate effectively within a team environment
- organisation skills, including the ability to plan and sequence work
- learning skills to maintain knowledge of changes to products and relevant legislation
- judgement skills for forming recommendations in operational situations
- management skills for working effectively in a constantly changing environment

Required knowledge

- organisation policies, procedures, guidelines and information, documentation and communication systems
- required information to establish comprehensive employer profile
- procedures for establishing transaction systems
- Information requirements for establishing vesting arrangements, non-preserved money fund options and insurance arrangements
- Privacy Act obligations
- fraud deterrence practices

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:

- obtain information for new employer records by utilising organisation information systems
- set up account systems and establish information needs
- source required information and understand the consequences of incorrect employer documentation.

Context of and specific resources for assessment

Assessment must ensure:

- competency is demonstrated in the context of the 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 organisation financial records
- access to organisation 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 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
- setting and reviewing workplace business simulations or scenarios.

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.

Employer records may include:

- applicable insurance
- contribution balances
- employer contact details
- funds allocation requirements
- historical information
- human resource systems
- IT systems
- member details
- other special circumstances
- reinsurance details
- vesting arrangements.

Inconsistencies may include:

- contribution changes
- employment changes
- incomplete documents
- missing data
- personal details do not correspond.

Contribution mechanism may include:

- process for communication
- process for financial transaction.

Organisation procedures may include:

- best practice standards
- codes of practice
- documentation and filing procedures
- internal communications
- regulatory requirements
- system/computer procedures.

Unit Sector(s)

Unit sector	Superannuation
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		