

# APPLICATION FOR RPL FNSASIC503UB PROVIDE ADVICE IN SUPERANNUATION

## YOUR DETAILS

|                                  |  |
|----------------------------------|--|
| STUDENT NAME:                    |  |
| ENROLMENT NUMBER<br>(ACCOUNT ID) |  |
|                                  |  |

Complete the following table and attach the evidence.

| ELEMENT                               | PERFORMANCE CRITERIA   | EVIDENCE OF COMPETENCY | EVIDENCE SUFFICIENT<br><i>(Office use only)</i> |
|---------------------------------------|--|------------------------|---|
| 1. ESTABLISH RELATIONSHIP WITH CLIENT | 1.1 A range of communication and interpersonal skills are used to establish the knowledge level of <b>client</b>   |                        |   |
|                                       | 1.2 Enquiries in relation to products and services are responded to by explaining the range of products and services available and their relevant fee and charging methodology |                        |   |
|                                       | 1.3 Client is informed of the role of the <b>adviser</b> and the licensee/principal responsible for the adviser's conduct  |                        |   |

## ELEMENTS OF COMPETENCY

|  |   |  |  |
|--|---|--|--|
|  | 1.4 Familiarity with the procedures for complaints handling and the circumstances in which they should be engaged is demonstrated   |  |  |
| 2. IDENTIFY CLIENTS OBJECTIVES, NEEDS AND FINANCIAL SITUATION            | 2.1 A range of communication and interpersonal skills are used to gather <b>clients' personal, financial and business details</b>   |  |  |
|  | 2.2 <b>Clients needs</b> are identified by encouraging expression of their <b>objectives</b> and goals (short, medium and long term goals as relevant to the product)                   |  |  |
|  | 2.3 <b>Product risk profile</b> of the client is identified   |  |  |
|  | 2.4 <b>Clients expectations</b> of cash flow and relevant taxation obligations are obtained   |  |  |
| 3. ANALYSE CLIENT OBJECTIVE, NEEDS, FINANCIAL SITUATION AND RISK PROFILE | 3.1 An assessment of <b>client needs</b> is undertaken, utilising all <b>information gathered</b> and taking into account clients product <b>expectations</b> and specific <b>needs</b> |  |  |
|  | 3.2 Clients are consulted throughout the analysis for further clarification where necessary   |  |  |
|  | 3.3 The need for specialist advice is analysed and/or client is referred to appropriate adviser for higher level/specialist advice if required  |  |  |

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|   | 3.4 Product risk profile of the client is assessed and agreed   |  |  |
|   | 3.5 Understanding of the ASIC identified generic and specialist knowledge relevant to the products being offered, as detailed in the Evidence Guide, is demonstrated          |  |  |
| 4. DEVELOP APPROPRIATE STRATEGIES AND SOLUTIONS               | 4.1 An appropriate strategy to provide for identified <b>needs and outcomes</b> is determined from analysis of products, client risk profile and assessment of clients' needs |  |  |
|   | 4.2 Relevant research, analysis and product modelling is conducted  |  |  |
|   | 4.3 Appropriate solution (plan, policy or transaction) is drafted for presentation to client  |  |  |
| 5. PRESENT APPROPRIATE STRATEGIES AND SOLUTIONS TO THE CLIENT | 5.1 Product knowledge appropriate for the service or product offered is demonstrated when presenting the product  |  |  |
|   | 5.2 The proposed transaction is explained and discussed with the client in a clear and unambiguous way  |  |  |
|   | 5.3 Relevant details, terms and conditions of product/service are reinforced to client  |  |  |
|   | 5.4 Impacts and possible risks of the solution are disclosed in a clear and concise manner to the client  |  |  |

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|   | 5.5 Client is provided with written supporting <b>documentation</b> and guided through the key aspects of the documentation |  |  |
| 6. NEGOTIATE FINANCIAL PLAN/ POLICY/ TRANSACTION WITH CLIENT      | 6.1 Concerns and/or issues the client has regarding the proposed plan/policy/transaction are discussed and clarified        |  |  |
|   | 6.2 Confirmation is sought from client that they understand the proposed plan/policy/transaction                            |  |  |
| 7. COORDINATE IMPLEMENTATION OF AGREED PLAN/ POLICY / TRANSACTION | 7.1 The clients' formal agreement to the proposed plan/policy/transaction is gained   |  |  |
|   | 7.2 Associated fee and cost structures are clearly explained and confirmation of understanding gained from the client       |  |  |
|   | 7.3 Timeframes for execution and processing are clearly explained and confirmation of understanding gained from the client  |  |  |
| 8. COMPLETE AND MAINTAIN NECESSARY DOCUMENTATION                  | 8.1 Proposal and all other statutory and transactional <b>documents</b> are completed and signed off by the client          |  |  |
|   | 8.2 Copies of appropriate <b>documentation</b> and the signed agreement are exchanged                                       |  |  |

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|---|---|--|--|
| <p>9. PROVIDE ONGOING SERVICE WHERE REQUESTED BY CLIENT</p> | <p>9.1 Type and form of ongoing service including reporting on performance and review of plan/policy/transaction is agreed with the client</p>        |  |  |
|   | <p>9.2 Fees and costs for ongoing and specifically defined service are clearly explained and confirmation of understanding gained from the client</p> |  |  |
|   | <p>9.3 Ongoing service is provided as required.</p>   |  |  |