

Title	Gather and analyse information to determine client banking needs		
Level	5	Credits	7

Purpose	People credited with this unit standard are able to: <ul style="list-style-type: none"> – gather client information to determine client banking needs; and – analyse client information to determine any potential impacts on client banking needs.
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Classification	Financial Services > Financial Services - Professional Practice
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Available grade	Achieved
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Guidance Information

1 References

Anti-Money Laundering and Countering Financing of Terrorism Act 2009;
 Code of Banking Practice 2018;
 Code of Professional Conduct for Financial Advice Services;
 Consumer Guarantees Act 1993;
 Fair Trading Act 1986;
 Financial Markets Conduct Act 2013;
 Financial Service Providers (Registration and Dispute Resolution) Act 2008;
 Financial Services Legislation Amendment Act 2019;
 Reserve Bank of New Zealand Act 2021;
 relevant industry codes of conduct;
 and all subsequent amendments and replacements.

2 Definition

Bank, banking and derivatives of those terms – the range of organisations and institutions that provide similar services and products, including registered banks and non-bank lenders and deposit takers such as credit unions, finance companies, building societies and other providers of similar services.

3 Assessments requiring application or demonstration of skills and knowledge may be performed using workplace evidence or evidence derived from simulation or scenario based activities.

All activities must comply with legislation, regulations, and best practice, including any guidance notes published by the agency responsible for the relevant enactment or code.

Outcomes and performance criteria

Outcome 1

Gather client information to determine client banking needs.

Range evidence of three examples with a range of needs and complexities is required.

Performance criteria

- 1.1 Identify client attitude to and capacity for managing risk in a banking context.
- 1.2 Identify client objectives that could impact on banking needs.
- 1.3 Collect information about personal client circumstances that could impact on banking needs.
- 1.4 Collect information about client financial situation that could impact on banking needs.
- 1.5 Determine client borrowing needs based on collected client information.

Outcome 2

Analyse client information to determine any potential impacts on client banking needs.

Performance criteria

- 2.1 Analyse client information to determine the potential impact of external events on the client financial situation.
 - Range impacts may include but are not limited to – values of assets, earning capacity, net worth; external events may include but are not limited to – changes to financial markets, changes to the economic environment.
- 2.2 Analyse client circumstances to determine their potential impact on client banking needs.
 - Range must include the potential impact of reasonably foreseeable changes to client circumstances; impact may affect product type or product structure; client circumstances may include but are not limited to – job, relationship.
- 2.3 Analyse client information to determine the need for consultation with other specialists.
 - Range may include but is not limited to – legal, accounting.

Planned review date	31 December 2030
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 January 2020	31 December 2027
Review	2	29 May 2025	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.