What superannuation is, its goal and history

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## Background Information

## This training session is based on a unit of competency called “FNSFLT204A Develop understanding of superannuation” and is from the qualification “FNS10110 - Certificate I in Financial Services”. This first 30 minute session is solely an introduction into the unit and will be expanded on in the next hour session to complete two elements in this unit of competency. This training session is intended to be a real learning situation, done in house.

This training session is designed to give the learners an understanding of what superannuation is. This is an easy introduction into the unit of competency and is a strong foundation on which to build on more advanced knowledge. This knowledge is required to complete the unit.

This training package was designed around introducing new employees into a superannuation call centre within the finance industry. These employees’ must speak fluent English and have basic maths and reading skills. Computer systems training will be provided so prior knowledge is not required (although basic computer knowledge will be beneficial); this training will be provided as a different package.