



Australian Government

FNSCUS513 Review business performance

Release: 1

FNSCUS513 Review business performance

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to collect, organise, analyse, investigate and review data to improve the efficiency and quality of performance of a business or business unit.

The unit applies to those who use a range of managerial techniques to review and analyse their own work and the work of others to determine required actions.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Customer service

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish system to review business performance	1.1 Determine service parameters and performance targets in consultation with required stakeholders and according to organisational procedures 1.2 Establish business performance measures that provide accurate and accessible information on business provision 1.3 Establish accurate, secure and reliable data-recording facilities according to organisational procedures
2. Analyse business performance data	2.1 Obtain and record business performance data at regular intervals according to organisational procedures 2.2 Collate data against determined business performance targets 2.3 Analyse data and establish whether business performance targets have been achieved

ELEMENT	PERFORMANCE CRITERIA
	2.4 Document variations in business performance against performance targets according to organisational procedures
3. Determine action required	3.1 Assess variations in performance and determine degree of change required to improve business performance 3.2 Implement procedures to address required changes 3.3 Determine effectiveness of changes

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	- Analyses qualitative and quantitative data - Interprets data and measurements relating to timeframes and compares against performance requirements
Reading	Identifies and interprets information from a range of sources and assesses it for relevance
Writing	Uses logical organisational structure to document clear and concise procedures to measure and address business performance
Planning and organising	Develops plans to manage relatively complex routine and non-routine tasks
Problem solving	Evaluates effectiveness of systems and processes to inform decisions on how to implement improvements
Self-management	Works independently in making decisions to achieve organisational outcomes in relation to business performance
Technology	Uses digital technologies and tools to access, store and share information

Unit Mapping Information

Supersedes and is equivalent to FNSCUS503 Review business performance.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

