Assessment Requirements for FNSFMK619 Develop and implement policies and procedures to support organisational values and culture

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 4.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and implement policies and procedures that support organisational values and culture for at least one vulnerable area in an organisation or business unit's current practices.

In the course of the above, the candidate must:

- assess conduct risks in business unit or organisation
- establish process for reporting suspected breaches of organisational values and culture.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key requirements of licence obligations
- key features of policies and procedures, including:
    - expectations of conduct within organisation and with external stakeholders
    - strategies for implementing policies and procedures to reinforce organisational values and culture
    - strategies for application to complex ethical problems
    - reporting methods for suspected breaches and unethical conduct
- information sources of organisational values and culture, including:
    - organisation's vision and mission statements
    - financial services industry code of conduct
    - organisational code of conduct and protocols

- communication methods for promoting policies and procedures relating to organisational values and culture
- leadership styles and their application in supporting the organisation's mission, objectives and values.
- industry standard tools and techniques used for establishing metrics for implementation of policies and procedures and recording and storing data
- strategies and protocols that can be used to identify and address actions that are not aligned with organisational values.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- common office equipment, technology, software and consumables
- organisational information systems and data, including legislation, regulations, and tools required to produce the performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe