



Australian Government

Assessment Requirements for FNSORG502 Develop and monitor policy and procedures

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- establish and implement organisational policy requirements
- draft clear and concise policy and procedures documentation
- identify lack of compliance and areas of mismanagement
- clarify and disseminate policy and guidance information to a range of personnel.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain industry best practice in development of policy and procedure
- describe key features of industry codes of practice
- explain the purposes and structures of organisational policy and procedures
- outline the different forms that policy and procedures may take in an organisation
- describe procedure writing techniques and explain best practice
- identify key requirements of relevant legislation and regulation in the financial services industry
- describe the influence these have on organisational policy, procedures and operation.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the organisational skills field of work and include access to:

- common office equipment, technology, software and consumables
- organisational information systems and data.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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