



**Australian Government**

# **Assessment Requirements for FNSORG613 Establish and implement operational guidelines in financial services organisations**

**Release: 1**

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## Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

## 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:

- establish and implement operational guidelines for at least three financial services organisations.

## 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 features of industry requirements, including legislation, regulations and codes of practice impacting organisation
- compliance requirements of:
  - administrative processes and systems
  - marketing and advertising techniques and tools
  - human resources procedures
- scope of organisation, including service specialisations and restrictions to operational guidelines, including:
  - administrative procedures, including information flow requirements
  - key features of information and documentation systems and processes
  - organisational financial services industry products
  - requirements of office IT systems and software in financial services
  - induction procedures, including briefings for new staff
- required sections of guidelines for clients, including:
  - client rights
  - performance standards
  - complaint procedures

- operations and services of organisations requiring reporting and monitoring, including:
  - research
  - client service
  - transactions
  - collection and processing of payments and receipts
  - legislative and regulatory reporting requirements
  - ongoing services
  - professional and ethical practices
- procedures for identifying breaches in operational guidelines and actions required to address breaches.

## 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:

- office equipment, technology, software and consumables
- financial services product information
- organisational policies and procedures, legislation and regulations as they relate to preparing operational guidelines in a financial services organisation
- financial information systems and data.

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>