Assessment Requirements for FNSPRM604 Prepare, supervise and monitor application of practice guidelines

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:

- implement organisational guidelines in a practice or business unit, providing professional services by establishing and documenting:
  - scope of service delivery and compliance requirements
  - administrative procedures, including information flow requirements to support delivery of client service
  - key positions, personnel, job descriptions and authorities within an organisation
- communicate key operational information to staff and clients
- implement and monitor operational guidelines and procedures.

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:

- describe the financial practice administrative processes and systems
- identify and describe factors which may affect practice and client service performance
- discuss the integrity of information sourced from a wide range of available information sources
- outline strategies to attain information not readily available within a practice
- outline and evaluate the key features of:
  - financial practice documentation systems, including registry and library processes
  - financial products, and their characteristics and risk profile
  - human resource procedures
  - business development, marketing and advertising processes for the purposes of monitoring outcomes of the practice

- compare and contrast project management processes and techniques
- describe the compliance issues and standards that the practice needs to adhere to, including:
  - relevant legislation and regulations
  - codes of practice and ethical requirements
- outline the key features of office information technology systems and software relevant to the practice
- describe client rights, performance standards and complaint procedures required to be made known to the client and adhered to by the practice.

Assessment Conditions

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

- office equipment, technology, software and consumables
- relevant legislation, regulations and codes of practice.

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