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.

Application

This unit describes the skills and knowledge required to implement organisational guidelines in a practice or business unit providing professional services.

It applies to individuals who, within their level of authority, coordinate multiple tasks across an organisation and make judgements regarding recommended actions for continuous improvement and to achieve organisational objectives.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Practice management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish scope of the practice	1.1 Identify scope of practice or business unit, including any service specialisations and restrictions, and document in organisational guidelines 1.2 Identify, define and document key external relationships and intended client groups in organisational guidelines
2. Identify legislation, regulations and codes of practice relevant to the practice	2.1 Match scope of practice to legislation, regulations and codes of practice, and identify required compliance issues and procedures 2.2 Confirm compliance issues, ethical procedures and standards for practice and incorporate into practice guidelines

ELEMENT	PERFORMANCE CRITERIA
3. Establish strategies for delivery of services	3.1 Establish key positions, personnel, job descriptions and authorities for practice and document in organisational guidelines
	3.2 Establish administrative procedures, including information flow requirements and internal and external resources available to assist in delivery of services to clients, and document in organisational guidelines
4. Arrange for distribution of information on organisational guidelines	4.1 Finalise organisational guidelines and distribute to all staff, with mechanisms for distributing updates and amendments established
	4.2 Establish opportunities for feedback and interpretation requests, and include briefings for new staff on guidelines in induction procedures
	4.3 Communicate sections of guidelines relevant to clients, including client rights, performance standards and complaint procedures, to clients and display where appropriate
5. Implement and monitor operational procedures and guidelines	5.1 Establish client service to meet requirements in organisational guidelines
	5.2 Establish reporting and monitoring procedures, identify any breaches of guidelines and take corrective action

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 3.2	• Accesses and manages complex information and data from a wide variety of sources to identify specific criteria and determine actions required
Writing	1.1, 1.2, 2.2, 3.1, 3.2, 4.1-4.3	• Writes, edits and proofreads documents to ensure clarity of meaning, accuracy and consistency of information • Uses clear and concise language, correct spelling and grammar and appropriate terminology to convey information appropriate to the audience • Records outcomes of discussions and makes changes to policy documentation using industry relevant

		terminology
Oral Communication	4.2, 4.3	• Participates in verbal exchanges with a wide range of personnel and uses active listening and questioning techniques to convey and clarify information, confirm understanding and obtain feedback • Presents information structuring tone, pace and content in line with the audience and purpose
Navigate the world of work	2.1, 2.2, 3.1, 3.2, 4.1, 5.1, 5.2	• Works autonomously, making high level decisions to achieve and improve organisational goals • Takes a lead role in the development of organisational goals, roles and responsibilities • Develops and implements strategies that ensure organisational policy, procedures and regulatory requirements are being met • Monitors and reviews organisational policy, procedures and adherence to legislative requirements to implement and manage change • Ensures knowledge of legislative requirements is kept up to date to provide accurate information
Interact with others	4.1, 4.2, 4.3	• Selects, implements and manipulates communications systems, processes and practices for maximum impact • Develops and implements communications strategies with internal and external persons to inform on new services and practices • Shares knowledge, information and experience openly as an integral part of the working relationship • Understands diversity and seeks to integrate diversity into the work context for managing change, making decisions and achieving shared outcomes
Get the work done	1.1, 1.2, 2.1, 2.2, 3.1, 3.2, 4.1-4.3, 5.1, 5.2	• Plans strategic priorities and outcomes within a flexible, efficient and effective context in a diverse environment exposed to competing demands • Gathers and analyses data and seeks feedback to improve plans and processes • Identifies key factors that impact on decisions and their outcomes, drawing on experience, competing priorities and decision-making strategies where appropriate • Explores and incubates new and innovative ideas through unconstrained analysis and critical thinking to develop and improve organisational goals • Uses digital technologies to manage business operations and actively investigates new technologies for strategic and operational purposes

PwC's Skills for Australia

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPRM604 Prepare, supervise and monitor application of practice guidelines	FNSPRM604A Prepare, supervise and monitor application of practice guidelines	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe

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