



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FNSSUP506A Supervise and monitor operational guidelines in a superannuation organisation**

Release: 1

## FNSSUP506A Supervise and monitor operational guidelines in a superannuation organisation

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to identify organisation operational guidelines and practices, supervise their implementation, distribute information on operational guidelines to staff, and monitor operational procedures and guidelines in an area or department within the organisation.</p> <p>This unit is applicable to individuals working within enterprises and job roles subject to licensing, legislative, regulatory or certification requirements including legislation administered by the Australian Securities and Investments Commission (ASIC).</p>
------------------------	--

### Application of the Unit

<b>Application of the unit</b>	This unit applies to supervisory job roles within the superannuation sector.
--------------------------------	--

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>	

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
-----------------------------	--

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
---	--

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify the organisation's operational guidelines and practices</p>	<p>1.1. Documented procedures that guide the operation of the organisation are identified and read                      1.2. Practices that implement the operational guidelines are identified                      1.3. Compliance requirements in the implementation of <i>operational guidelines</i> are identified                      1.4. Industry codes of practice relevant to the implementation of operational guidelines are identified                      1.5. Ethical standards in the implementation of operational guidelines are identified                      1.6. <i>Performance measures and operational outcomes</i> are identified</p>
<p>2. Supervise the implementation of operational guidelines</p>	<p>2.1. Key positions, personnel, job descriptions and authorities are identified                      2.2. Performance of staff, systems and resources is measured and assessed in a systematic way                      2.3. <i>Support</i> is arranged to ensure operational guidelines are being implemented                      2.4. Conformance of staff, <i>systems and resources</i> with operational guidelines is regularly assessed                      2.5. Operational guidelines are periodically reviewed for effectiveness                      2.6. Improvements to operational guidelines are identified and acted on according to organisation requirements</p>
<p>3. Distribute information on operational guidelines to staff</p>	<p>3.1. Operational guidelines are distributed to all relevant staff                      3.2. Updates and amendments are distributed as required                      3.3. Feedback and interpretation requests are received and responded to according to organisation guidelines                      3.4. Briefings for new staff on the guidelines are provided as part of induction procedures                      3.5. Sections of guidelines relevant to clients including client rights, performance standards and complaint procedures are <i>communicated</i> to clients and displayed where appropriate</p>
<p>4. Monitor operational procedures and guidelines</p>	<p>4.1. <i>Client service</i> is monitored to ensure operational guidelines are being implemented effectively and <i>service standards</i> are being met                      4.2. Performance of staff, systems and resources is periodically assessed against organisation guidelines</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>and objectives</p> <p>4.3. Documentation on the supervision and monitoring of operational guidelines is managed</p> <p>4.4. Implementation of operational guidelines is regularly monitored for compliance with <i>relevant legislation and codes of practice</i></p> <p>4.5. Breaches of guidelines are identified and staff counselled where required</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- well-developed communication skills to:
  - liaise with others, share information, confirm work requirements, using questioning and active listening as required
  - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
  - perform calculations related to superannuation operations
  - access and update account records electronically
  - use internet information
- literacy skills to read and interpret documentation from a variety of sources and record and consolidate related information
- interpersonal skills to relate effectively within a team environment
- data analysis and interpretation skills
- project management skills
- organisation skills, including the ability to plan and sequence work
- customer relations and customer service skills
- learning skills to maintain knowledge of changes to products and relevant legislation
- judgement skills for forming recommendations in operational situations
- management skills for working effectively in a constantly changing environment and supervising staff effectively

#### Required knowledge

- superannuation organisation operational guidelines
- organisations systems and resource requirements
- relevant industry Acts, regulations and codes of practice
- organisation:
  - administrative processes and systems
  - marketing and advertising processes
  - documentation systems including registry and library processes
  - human resources procedures
- office information technology systems and software
- Privacy Act obligations
- fraud deterrence practices

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• monitor operational procedure and guidelines against organisation objectives and relevant legislation and codes of practice</li> <li>• counsel staff when breaches in guidelines are identified</li> <li>• identify and address factors which may affect performance of staff, systems and/or resources</li> <li>• evaluate performance against fund requirements and form recommendations and/or make recommendations</li> <li>• implement and monitor performance measurement systems.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment</li> <li>• access to and the use of a range of common office equipment, technology, software and consumables</li> <li>• access to organisation financial records</li> <li>• access to organisation policies and procedures.</li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency</li> <li>• observing processes and procedures in workplaces</li> <li>• verbal or written questioning on underpinning knowledge and skills</li> <li>• evaluating samples of work</li> <li>• accessing and validating third party reports</li> <li>• setting and reviewing workplace business simulations or scenarios.</li> </ul>
<b>Guidance information for</b>	

<b>EVIDENCE GUIDE</b>	
<b>assessment</b>	



## Range Statement

<b>RANGE STATEMENT</b>	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p><b><i>Operational guidelines</i></b> include:</p>	<ul style="list-style-type: none"> <li>• data input documents</li> <li>• feedback mechanisms</li> <li>• instruction sheets</li> <li>• reports</li> <li>• service timetables/response times.</li> </ul>
<p><b><i>Performance measures and operational outcomes</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• individual, team, area and/or organisation goals</li> <li>• job role outcomes</li> <li>• Key Performance Indicators (KPIs)</li> <li>• performance targets</li> <li>• service standards and targets.</li> </ul>
<p><b><i>Support</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• additional expertise</li> <li>• additional resources</li> <li>• communication tools</li> <li>• documentation</li> <li>• human resource support</li> <li>• procurement of supplies</li> <li>• technical repairs</li> <li>• training, coaching or mentoring.</li> </ul>
<p><b><i>Systems and resources</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• administrative systems</li> <li>• documentation systems</li> <li>• human resources</li> <li>• information systems</li> <li>• job rotations</li> <li>• resource supplies</li> <li>• work team systems.</li> </ul>
<p><b><i>Communication</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• electronic</li> <li>• individual and group</li> <li>• meetings</li> <li>• verbal</li> <li>• in writing.</li> </ul>
<p><b><i>Client service</i></b> may be pre or post sales and</p>	<ul style="list-style-type: none"> <li>• complaints handling</li> <li>• conservation activity</li> </ul>

<b>RANGE STATEMENT</b>	
may include:	<ul style="list-style-type: none"> <li>• enquiries</li> <li>• policy changes</li> <li>• reports</li> <li>• timely and accurate documentation</li> <li>• written communication.</li> </ul>
<i>Service standards</i> may include:	<ul style="list-style-type: none"> <li>• accuracy rates</li> <li>• completion dates</li> <li>• data availability</li> <li>• document presentation</li> <li>• procedures</li> <li>• response times</li> <li>• staff communication.</li> </ul>
<i>Relevant legislation and codes of practice</i> may include:	<ul style="list-style-type: none"> <li>• anti-discrimination legislation</li> <li>• Corporations Act</li> <li>• Family Law Legislation Amendment Superannuation Acts</li> <li>• Financial Services Reform Act (FSRA)</li> <li>• Income Tax Assessment Act</li> <li>• Insurance Act</li> <li>• Privacy Act</li> <li>• Retirement Savings Account Act</li> <li>• Superannuation (Resolution of Complaints) Act</li> <li>• Superannuation (Unclaimed Moneys and Lost Members) Act</li> <li>• Superannuation Contributions Tax (Assessment and Collection) Act (surcharge)</li> <li>• Superannuation Guarantee (Administration) Act (SGAA)</li> <li>• Superannuation Industry (Supervision) Act (SIS)</li> <li>• Superannuation Industry (Supervision) Regulations.</li> </ul>

## Unit Sector(s)

<b>Unit sector</b>	Superannuation
--------------------	----------------

## Competency field

<b>Competency field</b>	
-------------------------	--

## Co-requisite units

<b>Co-requisite units</b>		