



**Australian Government**

# **FNSCUS513 Review business performance**

**Release: 1**

## FNSCUS513 Review business performance

### Modification History

| Release   | Comments                                                                              |
|-----------|---------------------------------------------------------------------------------------|
| Release 1 | This version first released with FNS Financial Services Training Package Version 5.0. |

### Application

This unit describes the skills and knowledge required to collect, organise, analyse, investigate and review data to improve the efficiency and quality of performance of a business or business unit.

The unit applies to those who use a range of managerial techniques to review and analyse their own work and the work of others to determine required actions.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Unit Sector

Customer service

### Elements and Performance Criteria

| ELEMENT                                            | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>   | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                               |
| 1. Establish system to review business performance | 1.1 Determine service parameters and performance targets in consultation with required stakeholders and according to organisational procedures<br>1.2 Establish business performance measures that provide accurate and accessible information on business provision<br>1.3 Establish accurate, secure and reliable data-recording facilities according to organisational procedures |
| 2. Analyse business performance data               | 2.1 Obtain and record business performance data at regular intervals according to organisational procedures<br>2.2 Collate data against determined business performance targets<br>2.3 Analyse data and establish whether business performance targets have been achieved                                                                                                            |

| ELEMENT                      | PERFORMANCE CRITERIA                                                                                                                                                                                           |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | 2.4 Document variations in business performance against performance targets according to organisational procedures                                                                                             |
| 3. Determine action required | 3.1 Assess variations in performance and determine degree of change required to improve business performance<br>3.2 Implement procedures to address required changes<br>3.3 Determine effectiveness of changes |

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

| SKILL                   | DESCRIPTION                                                                                                                                                                                              |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Numeracy                | <ul style="list-style-type: none"><li>Analyses qualitative and quantitative data</li><li>Interprets data and measurements relating to timeframes and compares against performance requirements</li></ul> |
| Reading                 | <ul style="list-style-type: none"><li>Identifies and interprets information from a range of sources and assesses it for relevance</li></ul>                                                              |
| Writing                 | <ul style="list-style-type: none"><li>Uses logical organisational structure to document clear and concise procedures to measure and address business performance</li></ul>                               |
| Planning and organising | <ul style="list-style-type: none"><li>Develops plans to manage relatively complex routine and non-routine tasks</li></ul>                                                                                |
| Problem solving         | <ul style="list-style-type: none"><li>Evaluates effectiveness of systems and processes to inform decisions on how to implement improvements</li></ul>                                                    |
| Self-management         | <ul style="list-style-type: none"><li>Works independently in making decisions to achieve organisational outcomes in relation to business performance</li></ul>                                           |
| Technology              | <ul style="list-style-type: none"><li>Uses digital technologies and tools to access, store and share information</li></ul>                                                                               |

## Unit Mapping Information

Supersedes and is equivalent to FNSCUS503 Review business performance.

## Links

Companion Volume Implementation Guide is found on VETNet -

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

# Assessment Requirements for FNSCUS513 Review business performance

## Modification History

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## 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:

- review the performance of a business or business unit against at least three different business performance targets, at least one of which must be efficiency related and at least one quality related.

## 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 organisational policies and procedures and industry compliance requirements relating to collecting and analysing data and conducting a business performance review
- role of performance measures, targets and budgets in analysing business performance
- common business performance targets or key performance indicators (KPIs), and their impact on business performance
- managerial techniques to review and analyse their own work and the work of others to determine required actions.
- market position of the business or business unit described in the performance evidence relative to its competitors.

## 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:

- organisational equipment and consumables
- organisational records, policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## **Links**

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