



Australian Government

**Assessment Requirements for FNSORG603
Establish and prepare operational
guidelines in a financial services
organisation**

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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:

- incorporate key requirements of relevant legislation and regulations in operational guidelines
- distribute information on operational guidelines
- establish strategies for delivery of services
- monitor and review operational guidelines, and address factors which may affect client service performance.

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:

- explain the compliance requirements of:
 - administrative processes and systems
 - marketing and advertising techniques and tools
- outline key features of information and documentation systems and processes
- explain the requirements of office IT systems and software in financial services
- outline relevant organisational financial services industry products
- explain the requirements of human resource procedures
- identify and explain the intention of relevant legislation, regulations and codes of practice.

Assessment Conditions

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

- common office equipment, technology, software and consumables
- financial services product information
- financial information systems and data.

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>