



Australian Government

Assessment Requirements for FNSORG604 Establish outsourced services and monitor performance

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:

- comply with legislative and regulatory requirements
- establish criteria for outsourced services
- select and engage suppliers or services effectively and efficiently
- monitor performance of outsourced services effectively
- prepare tender documents, implement a tender process and assess applications.

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 key features of compliance and reporting requirements of the relevant sector of industry
- describe the scope of organisational service provisions
- outline the organisational procedures for ensuring legislative and regulatory requirements are met
- define methods to establish the reputation and expertise of service providers in the industry
- outline the tender process
- describe effective performance management procedures for outsourced services
- explain risk management strategies for outsourced services
- identify timeframe requirements for compliance reports for specialist services.

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:

- office equipment, technology, software and consumables
- financial services information
- organisational policy and procedures documentation.

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>