



**Australian Government**

# **FNSORG604 Establish outsourced services and monitor performance**

**Release: 1**

# FNSORG604 Establish outsourced services and monitor performance

## 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 establish criteria for outsourced services, select and engage suppliers, and monitor their performance.

It applies to individuals in senior roles who use a range of managerial techniques to provide guidance and responsibility for the work outcomes of others.

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

Organisational skills

## 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 scope for outsourced services       | 1.1 Review selected activities within organisation to identify which activities should be outsourced<br>1.2 Identify and document scope of possible outsourced services<br>1.3 Identify and document legislative and regulatory requirements in required services<br>1.4 Make recommendation or decision on scope of outsourced services according to organisational requirements |
| 2. Establish criteria for outsourced services    | 2.1 Define scope of expertise required for outsourced service, and establish and document performance standards                                                                                                                                                                                                                                                                   |

| ELEMENT                                       | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                               | 2.2 Establish and document monitoring and reporting procedures for outsourced services<br>2.3 Establish and monitor procedure for integrating outsourced services with practices, and prepare briefing and tender documents                                                                                                                                                                                                                                    |
| 3. Select and engage outsourced suppliers     | 3.1 Implement tender process according to organisational guidelines, assess tender applications according to required criteria and obtain further information if necessary<br>3.2 Select and engage suppliers of outsourced services according to organisational guidelines<br>3.3 Brief outsourced supplier on required service, fund standards and procedures<br>3.4 Inform personnel within organisation about outsourced services and working implications |
| 4. Monitor performance of outsourced services | 4.1 Assess outsourced service performance against performance outcomes and organisational requirements, and establish further review periods<br>4.2 Negotiate required changes in service<br>4.3 Document and communicate supplier performance internally as required<br>4.4 Re-engage or disengage outsourced services as required                                                                                                                            |

## 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, 1.3, 1.4, 3.1                                    | <ul style="list-style-type: none"> <li>Interprets and analyses structurally complex texts to identify relevant content</li> <li>Applies critical evaluation criteria to tender documents to inform decisions</li> </ul>                                                                |
| Writing | 1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 3.1, 3.3, 3.4, 4.2, 4.3 | <ul style="list-style-type: none"> <li>Addresses context, purpose and audience when generating a comprehensive range of texts that meet organisational and regulatory requirements</li> <li>Organises content using clear, logical organisational structures and vocabulary</li> </ul> |

|                            |                                            |                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Oral Communication         | 3.1, 3.3, 3.4, 4.2                         | <ul style="list-style-type: none"> <li>Leads detailed oral exchanges using active listening and questioning techniques to elicit and clarify required service information from others</li> <li>Provides information using language appropriate to the purpose and audience</li> </ul>                                                                                                                          |
| Numeracy                   | 1.2, 2.1, 3.3, 4.2                         | <ul style="list-style-type: none"> <li>Comprehends mathematical information embedded in complex texts and applies knowledge of financial practices and systems to selection, induction and performance management of external service providers</li> </ul>                                                                                                                                                     |
| Navigate the world of work | 1.3, 2.1-2.3, 3.1-3.3                      | <ul style="list-style-type: none"> <li>Modifies or develops organisational policy and procedures that comply with legislative requirements and support organisational goals</li> <li>Ensures knowledge of legislation and regulations relevant to role is accurate, comprehensive and current</li> </ul>                                                                                                       |
| Interact with others       | 3.3, 3.4, 4.2, 4.3                         | <ul style="list-style-type: none"> <li>Selects and uses appropriate conventions and protocols to gain and provide information relevant to outsourced services</li> <li>Collaborates and negotiates with others to achieve agreed outcomes</li> </ul>                                                                                                                                                           |
| Get the work done          | 1.1-1.4, 2.1- 2.3, 3.1, 3.2, 4.1, 4.3, 4.4 | <ul style="list-style-type: none"> <li>Accepts responsibility for planning and sequencing complex tasks and workload</li> <li>Takes responsibility for high impact decisions in complex situations which involve analysis and consideration of multiple variables and constraints</li> <li>Uses digital technologies to access, extract and share relevant information to achieve required outcomes</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version                                  | Code and title<br>previous version                                  | Comments                                        | Equivalence status |
|--------------------------------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------|--------------------|
| FNSORG604<br>Establish outsourced services and monitor performance | FNSORG604A<br>Establish outsourced services and monitor performance | 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>

# Assessment Requirements for FNSORG604 Establish outsourced services and monitor performance

## Modification History

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## 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

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