



Australian Government

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.

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 1.2 Identify and document scope of possible outsourced services 1.3 Identify and document legislative and regulatory requirements in required services 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 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 3.2 Select and engage suppliers of outsourced services according to organisational guidelines 3.3 Brief outsourced supplier on required service, fund standards and procedures 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 4.2 Negotiate required changes in service 4.3 Document and communicate supplier performance internally as required 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	- Interprets and analyses structurally complex texts to identify relevant content - Applies critical evaluation criteria to tender documents to inform decisions
Writing	1.2, 1.3, 1.4, 2.1, 2.2, 2.3, 3.1, 3.3, 3.4, 4.2, 4.3	- Addresses context, purpose and audience when generating a comprehensive range of texts that meet organisational and regulatory requirements - Organises content using clear, logical organisational structures and vocabulary

Oral Communication	3.1, 3.3, 3.4, 4.2	- Leads detailed oral exchanges using active listening and questioning techniques to elicit and clarify required service information from others - Provides information using language appropriate to the purpose and audience
Numeracy	1.2, 2.1, 3.3, 4.2	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
Navigate the world of work	1.3, 2.1-2.3, 3.1-3.3	- Modifies or develops organisational policy and procedures that comply with legislative requirements and support organisational goals - Ensures knowledge of legislation and regulations relevant to role is accurate, comprehensive and current
Interact with others	3.3, 3.4, 4.2, 4.3	- Selects and uses appropriate conventions and protocols to gain and provide information relevant to outsourced services - Collaborates and negotiates with others to achieve agreed outcomes
Get the work done	1.1-1.4, 2.1- 2.3, 3.1, 3.2, 4.1, 4.3, 4.4	- Accepts responsibility for planning and sequencing complex tasks and workload - Takes responsibility for high impact decisions in complex situations which involve analysis and consideration of multiple variables and constraints - Uses digital technologies to access, extract and share relevant information to achieve required outcomes

Unit Mapping Information

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

