



Australian Government

Assessment Requirements for FNSORG614 Establish and manage outsourced services

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

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:

- establish and manage outsourced services on at least three occasions.

In the course of the above, the candidate must:

- define the scope of expertise required and performance standards required for outsourced services
- request further information from supplier during the tender assessment process as required
- establish and document monitoring and reporting procedures for outsourced services
- establish and monitor procedures for integrating outsourced services with practices
- brief outsourced supplier on required services, fund standards and procedures.

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 organisational policies and procedures, and legislative and regulatory requirements for establishing and managing outsourced services
- methods to establish the reputation and expertise of service providers in the industry
- tender processes and supporting documents required
- methods for assessing tender applications
- briefing processes for outsourced suppliers, including outlining required services, fund standards and required procedures to be followed
- performance management procedures for outsourced services
- risk management strategies for outsourced services
- key features of compliance and reporting requirements of outsourced and specialist services in the industry, including timeframe requirements
- methods for establishing and documenting performance standards of outsourced services.

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:

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

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

Links

Companion Volume Implementation Guide is found on VETNet -

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