



Australian Government

FNSORG614 Establish and manage outsourced services

Release: 1

FNSORG614 Establish and manage outsourced services

Modification History

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

Application

This unit describes the skills and knowledge required to establish criteria for outsourced services, select and engage suppliers, and manage their performance.

It applies to individuals in senior roles across the financial services industry 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. Users are advised to check with the relevant state and territory regulatory authorities to confirm those 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. Develop scope and criteria for outsourced services	1.1 Identify activities to be outsourced within organisation 1.2 Develop and document scope of services to be outsourced according to organisational policies and procedures and legislative and regulatory requirements 1.3 Decide on scope of services to be outsourced according to organisational requirements 1.4 Establish and document criteria for outsourced service according to organisational requirements
2. Prepare for and facilitate tender process	2.1 Prepare briefing and tender documents according to organisational policies and procedures 2.2 Facilitate tender process according to organisational policies and

ELEMENT	PERFORMANCE CRITERIA
	procedures 2.3 Select suppliers of outsourced services according to established criteria and organisational requirements
3. Engage outsourced suppliers	3.1 Engage and brief selected suppliers of outsourced services according to organisational policies and procedures 3.2 Inform required personnel within organisation about outsourced services and working implications
4. Manage performance of outsourced services	4.1 Assess outsourced service performance against performance outcomes and organisational requirements and establish review periods as required 4.2 Negotiate required changes in service with outsourced services supplier 4.3 Document supplier performance and communicate with required stakeholders according to organisational policies and procedures 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	DESCRIPTION
Reading	- Interprets and analyses structurally complex texts to identify relevant content - Applies critical evaluation criteria to tender documents to inform decisions
Writing	- 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	- 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	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

SKILL	DESCRIPTION
Initiative and enterprise	Modifies or develops organisational policies and procedures that comply with legislative requirements and support organisational goals
Teamwork	- 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
Self-management	- Accepts responsibility for planning and sequencing complex tasks and workload - Confirms knowledge of legislation and regulations relevant to role is accurate, comprehensive and current - Takes responsibility for high impact decisions in complex situations which involve analysis and consideration of multiple variables and constraints
Technology	Uses digital technologies to access, extract and share relevant information to achieve required outcomes

Unit Mapping Information

Supersedes and is equivalent to FNSORG604 Establish outsourced services and monitor performance.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSORG614 Establish and manage outsourced services

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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

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