



Australian Government

FNSPRM606 Establish or review human resources, administration and information support

Release: 1

FNSPRM606 Establish or review human resources, administration and information support

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 or review human resources, administration and information support systems in a financial services practice.

It applies to experienced individuals who, within their level of authority, coordinate multiple tasks across an organisation, provide guidance to others and make judgements regarding recommended actions to achieve organisational objectives.

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

Practice management

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. Meet human resources requirements	1.1 Identify or review skill needs of organisation or business unit, and number, level and location of personnel required 1.2 Develop appropriate position descriptions and/or role statements and accountabilities for personnel 1.3 Undertake cost–benefit analysis of needs and assess against available budgets 1.4 Recruit or assign consultants with specialist skills and other required personnel as appropriate

ELEMENT	PERFORMANCE CRITERIA
2. Implement training	2.1 Develop training programs to achieve required service support outcomes and implement in efficient and timely way 2.2 Evaluate and review training programs against requirements on regular planned basis
3. Implement information support system	3.1 Establish or review information distribution and access needs, and determine range of information types to be collected, processed and stored 3.2 Identify and obtain suitable and required information support technology and access to information technology support staff 3.3 Establish measures to monitor efficiency of information systems 3.4 Store information securely and in line with regulatory requirements, and enable efficient access
4. Provide administrative and ancillary services	4.1 Determine administration and ancillary service needs and standards against operating requirements and budget allocation 4.2 Develop and introduce processes and procedures so that services are delivered within timelines and budget 4.3 Regularly reassess service needs in light of usage and budget

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, 2.2, 3.1, 3.2, 4.1	Accesses and interprets complex information and data from a wide variety of sources to identify specific criteria and determine actions required
Writing	1.2, 1.4, 2.1, 3.1, 3.3, 4.2	- Prepares high quality documentation using appropriate formats, with information and data organised logically and sequentially - Uses clear and concise language, correct spelling and grammar and appropriate terminology to convey information appropriate to the audience
Oral Communication	1.4, 2.1, 4.2	Participates in verbal exchanges with a wide range of personnel, using active listening and questioning

		techniques to convey and clarify information • Presents information, structuring tone, pace and content in line with the audience and purpose
Numeracy	1.1, 1.3, 3.1, 3.3, 4.1-4.3	• Interprets numerical and financial information to determine requirements • Uses mathematical concepts to sequence and prioritise timelines and budgets
Navigate the world of work	1.2, 2.1, 2.2, 4.1-4.3	• Works autonomously, making high level decisions to achieve and improve organisational goals • Develops and implements strategies that ensure organisational policy, procedures and regulatory requirements are being met • Maintains knowledge of compliance legislation and best practice management techniques required to perform role
Interact with others	2.1, 2.2	• Influences and fosters a collaborative culture, facilitating a sense of commitment and workplace cohesion • Shares knowledge, information and experience openly as an integral part of the working relationship • Uses a variety of relevant communication tools and strategies in building and maintaining effective working relationships
Get the work done	1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 3.1-3.4, 4.1-4.3	• Plans strategic priorities and outcomes within a flexible, efficient and effective context in a diverse environment exposed to competing demands • Identifies key factors that impact on decisions and their outcomes, drawing on experience, competing priorities and decision-making strategies where appropriate • Explores and incubates new and innovative ideas through unconstrained analysis and critical thinking to develop and improve organisational goals • Uses digital technologies to manage business operations and actively investigates new technologies for strategic and operational purposes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
-----------------------------------	------------------------------------	----------	--------------------

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPRM606 Establish or review human resources, administration and information support	FNSPRM606A Establish or review human resources, administration and information support	Updated to meet Standards for Training Packages. Minor rewording to clarify intent of performance criteria.	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 FNSPRM606 Establish or review human resources, administration and information support

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:

- establish or review and implement human resources, including:
 - determining skill requirements and strategies to attain them
 - developing, implementing and reviewing training
- establish or review information technology systems and storage requirements, including levels of support and monitoring needed
- establish or review administrative and ancillary services against operating requirements, key performance indicators and budget.

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:

- discuss the integrity and relevance of information from a wide range of available information sources and describe strategies to attain relevant organisational information
- analyse and discuss best practice human resources procedures
- describe key features of:
 - documentation systems, including registry and library processes
 - financial practice administrative processes and systems
 - financial practice professional services
 - office information technology systems and software
- explain the key requirements of relevant acts, regulations and codes of practice impacting on the financial services industry
- describe cost–benefit analysis techniques and purposes
- analyse a range of training and assessment techniques and available services appropriate for the practice.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the practice management field of work and include access to:

- office equipment, technology, software and consumables
- relevant legislation, regulations and codes of practice.

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>