



Australian Government

FNSSUP506 Supervise and monitor operational guidelines in a superannuation organisation

Release: 1

FNSSUP506 Supervise and monitor operational guidelines in a superannuation organisation

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 identify the organisation's operational guidelines and practices, supervise their implementation, distribute information on operational guidelines to staff, and monitor operational procedures and guidelines in an area or department within the organisation.

It applies to individuals who use specialised knowledge within the superannuation area, provide leadership to others and have responsibility for the supervision of work.

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

Superannuation

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. Identify organisation's operational guidelines and practices	1.1 Review organisation's operational guidelines and procedures, and identify links to industry codes of practice and ethical standards 1.2 Identify operational procedures and practices that address compliance requirements 1.3 Interpret and clarify performance measures and operational outcomes
2. Supervise	2.1 Identify key positions, personnel, job descriptions and

ELEMENT	PERFORMANCE CRITERIA
implementation of operational guidelines	authorities 2.2 Measure and assess performance of staff, systems and resources in systematic way 2.3 Arrange support to ensure operational guidelines are being implemented 2.4 Regularly assess conformance of staff, systems and resources with operational guidelines 2.5 Periodically review operational guidelines for effectiveness 2.6 Identify and implement improvements to operational guidelines according to organisational requirements
3. Distribute information on operational guidelines to staff	3.1 Distribute operational guidelines to all relevant staff 3.2 Distribute updates and amendments as required 3.3 Receive feedback and interpretation requests, and respond according to organisational guidelines 3.4 Provide briefings for new staff on guidelines as part of induction procedures 3.5 Communicate sections of guidelines relevant to clients, including client rights, performance standards and complaint procedures, to clients and display where appropriate
4. Monitor operational procedures and guidelines	4.1 Monitor client service to ensure operational guidelines are being implemented effectively and service standards are being met 4.2 Periodically assess performance of staff, systems and resources against organisational guidelines and objectives 4.3 Manage documentation on supervision and monitoring of operational guidelines 4.4 Regularly monitor implementation of operational guidelines for compliance with relevant legislation and codes of practice 4.5 Identify breaches of guidelines and counsel staff where 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	Description
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	Criteria	
Reading	1.1-1.3, 2.1-2.6, 4.5	- Analyses and interprets complex textual and numerical information from a range of sources - Incorporates specific aspects of information to manage operational requirements
Writing	3.1-3.5, 4.3, 4.5	- Uses language, concepts and terminology appropriate to the audience and purpose to convey and clarify explicit information and requirements - Accurately documents information following organisational procedures and protocols
Oral Communication	3.1-3.5, 4.5	- Participates in verbal exchanges using active listening and questioning to explain and clarify information - Clearly and effectively presents complex information using language, tone and pace appropriate to audience and purpose
Numeracy	1.6, 4.1	Applies mathematical concepts to analyse performance trends and targets
Navigate the world of work	1.1-1.3, 2.4-2.6, 3.3, 4.1, 4.2, 4.4, 4.5	- Contributes to roles and responsibilities of self and others - Modifies or develops organisational policy and procedures to comply with legislative requirements and organisational goals - Identifies and resolves key business issues, processes and practices that may have legal implications
Interact with others	2.2-2.4, 3.1, 3.3-3.5, 4.2, 4.5	- Selects, implements and seeks to improve protocols governing communications to clients and co-workers in a range of work contexts - Reflects on staff attributes and considers the impact on the organisation - Elicits and provides feedback to others to improve behaviours - Recognises the diversity in people and manages this diversity to improve workplace relations and practices
Get the work done	1.1-1.3, 2.1-2.3, 3.5, 4.1-4.4	- Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness - Monitors progress of plans and schedules, and reviews and changes them to meet new demands and priorities - Makes critical decisions quickly and intuitively in complex situations, taking into consideration a range of variables - Uses a range of digitally based technologies to enter, access or update information to achieve required

		outcomes
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSSUP506 Supervise and monitor operational guidelines in a superannuation organisation	FNSSUP506A Supervise and monitor operational guidelines in a superannuation organisation	Updated to meet Standards for Training Packages. Rewritten and clarified 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 FNSSUP506 Supervise and monitor operational guidelines in a superannuation organisation

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Performance Evidence

Evidence of the ability to:

- monitor operational procedures and guidelines against organisational objectives, and relevant legislation and codes of practice
- brief staff about operational guidelines and counsel when breaches are identified
- identify and address factors which may affect performance of staff, systems and/or resources
- evaluate staff conformance against fund requirements and operational guidelines, and make recommendations as required
- implement and monitor performance measurement systems.

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:

- describe the key features of the organisation's operational guidelines relating to management of superannuation, including service standards and performance measures
- identify and outline organisational systems and resource requirements
- describe the key features of relevant industry Acts, regulations and codes of practice
- outline the key aspects of the following organisational requirements:
 - administrative processes and systems
 - marketing and advertising processes
 - documentation systems, including registry and library processes
 - human resource procedures
- identify and describe office information technology systems, and support resources and mechanisms
- explain the obligations of privacy legislation

- outline fraud deterrence practices.

Assessment Conditions

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

- common office equipment, technology, software and consumables
- organisational financial records
- organisational policy and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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