



Australian Government

Assessment Requirements for FNSSUP516 Manage compliance with operational guidelines in superannuation organisations

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

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:

- manage compliance with operational guidelines in a superannuation organisation on at least three occasions.

In the course of the above, the candidate must:

- identify and address factors that have the potential to inhibit performance of staff, systems and/or resources
- 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
- implement and monitor performance measurement systems
- evaluate staff compliance with fund requirements and operational guidelines and make recommendations as required.

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:

- industry Acts, regulations and codes of practice relating to supervising, implementing and monitoring operational guidelines, including:
 - obligations of the organisation under data protection and privacy laws
- legislative and regulatory requirements required to be followed when providing factual information or general advice in superannuation
- organisational operational guidelines relating to managing superannuation, including service standards and performance measures of key positions, personnel, job descriptions and authorities

- organisational systems and resource requirements relating to monitoring operational guidelines
- organisational requirements relating to:
 - administrative processes and systems
 - marketing and advertising processes
 - documentation systems, including registry and library processes
 - human resource procedures
 - ethical standards
- organisational information technology systems, and support resources and mechanisms
- fraud deterrence practices
- sections of operational guidelines relevant to clients, including:
 - client rights
 - performance standards
 - complaint procedures.

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:

- organisational equipment, technology, software and consumables
- organisational financial records
- organisational policies and procedures.

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>