



Australian Government

FNSSUP516 Manage compliance with operational guidelines in superannuation organisations

Release: 1

FNSSUP516 Manage compliance with operational guidelines in superannuation organisations

Modification History

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

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 as required, and monitor operational procedures and guidelines in an area or department within the organisation.

The unit applies to those who use specialised knowledge in the superannuation sector, provide leadership to others, and have responsibility for the supervision of work.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

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 and review operational guidelines, practices and performance measures of the organisation	1.1 Identify and review organisation's operational objectives, guidelines and procedures 1.2 Identify links to industry codes of practice and ethical standards 1.3 Identify operational procedures and practices that address compliance requirements 1.4 Identify and review performance measures and operational outcomes
2. Assess implementation of operational guidelines	2.1 Assess compliance of staff, systems and resources with operational guidelines and confirm guidelines are implemented, according to organisational procedures

ELEMENT	PERFORMANCE CRITERIA
	2.2 Review operational guidelines for effectiveness and arrange additional support as required 2.3 Identify and implement improvements to operational guidelines according to organisational requirements
3. Distribute information on operational guidelines and communicate updates and guidelines as required	3.1 Distribute operational guidelines to relevant staff as required 3.2 Communicate updates and amendments to required personnel 3.3 Seek feedback and interpretation requests and respond according to organisational guidelines 3.4 Communicate guidelines to new staff members as part of induction procedures 3.5 Communicate sections of guidelines relevant to clients
4. Monitor and manage operational procedures and guidelines	4.1 Monitor client services and confirm operational guidelines are implemented and internal service standards are being met 4.2 Monitor performance of staff, systems and resources against organisational guidelines and objectives 4.3 Manage documentation on supervision and monitoring of operational guidelines 4.4 Monitor implementation of operational guidelines for compliance with relevant legislation and codes of practice 4.5 Identify breaches of guidelines and counsel staff members where required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	Applies mathematical concepts to analyse performance trends and targets
Oral communication	- Participates in verbal exchanges using active listening and questioning to explain and clarify information - Presents complex information using language, tone and pace appropriate to audience and purpose
Reading	- Analyses and interprets complex textual and numerical information from a range of sources - Incorporates specific aspects of information to manage operational requirements

SKILL	DESCRIPTION
Writing	• Uses language, concepts and terminology appropriate to audience and purpose to convey and clarify explicit information and requirements • Documents information according to organisational policies and procedures
Initiative and enterprise	• Makes critical decisions effectively in complex situations, taking into consideration a range of variables
Planning and organising	• Monitors progress of plans and schedules, and reviews and changes them to meet new demands and priorities • Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness
Problem solving	• Identifies and resolves key business issues, processes and practices that may have legal implications
Self-management	• Contributes to roles and responsibilities of self and others
Teamwork	• Selects, implements and seeks to improve protocols governing communications to clients and colleagues in a range of contexts • Reflects on staff attributes and considers the impact on the organisation • Elicits and provides feedback to others to improve behaviours • Manages diversity in people to improve workplace relations and practices
Technology	• Uses digitally based technologies to enter, access or update information to achieve required outcomes

Unit Mapping Information

Supersedes and is equivalent to FNSSUP506 Supervise and monitor operational guidelines in a superannuation organisation.

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 FNSSUP516 Manage compliance with operational guidelines in superannuation organisations

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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:

- 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.

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