



**Australian Government**

# **Assessment Requirements for FNSCUS503 Review business performance**

**Release: 1**

# Assessment Requirements for FNSCUS503 Review business performance

## 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 data requirements, performance measures and service parameters to enable the review of business performance
- collate and analyse performance data using relevant techniques
- evaluate business performance and provide recommendations on change or action required.

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:

- explain the role of performance measures, service targets and budgets in analysing business performance
- outline key features of organisational policy and procedures and industry compliance relating to collection and analysis of data and business performance review
- discuss the organisation's industry market position relative to product/line of business.

## Assessment Conditions

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

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

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>