

# FSB52-15

## Business Fundamentals for Financial Services

*Workplace observation form — to be completed by the workplace observer*

### Background

Students should be able to apply the following business skills when working in an office environment:

1. Apply principles of professional practice to work in the financial services industry (FNSINC401)
2. Contribute to WHS risk management (BSBWHS414)

Students need to be able to interpret and apply procedures to deal with situations as they occur in the workplace.

### Instructions

Once students have successfully completed the online course component, they need to demonstrate that they have acquired the relevant skills. You need to observe them in the workplace as they carry out the specified tasks.

1. You should be a supervisor or manager with experience and/or knowledge in the skills/competencies/tasks being assessed.
2. If applicable, you will negotiate a suitable date, time and venue for the student to interact with a client while you observe. The client's permission should be requested before this observation takes place.
3. You will need to email, post or fax the completed and signed workplace observation to ANZIIF within six (6) weeks following the student's completion of the online component of this course.

**Email:** wpo@anziif.com

**Post:** Assessment Department, Level 7, 628 Bourke Street, Melbourne, Victoria 3000, Australia.

**Fax:** (+61 3) 9642 4166

The completed WPO will be processed within 2 weeks of being received and an outcome will be emailed to the sender. For further enquiries, please contact Customer Service on (+61 3) 9613 7280.

<b>STUDENT</b>	<b>Name</b>	
	<b>Master ID</b>	
	<b>Unique student identifier (USI)</b>	
	<b>Organisation</b>	

<b>OBSERVER</b>	<b>Name</b>	
	<b>Job title</b>	
	<b>Phone number</b>	
	<b>Email address</b>	
	<b>Questions for the workplace observer</b>	<input type="checkbox"/> Do you understand the purpose of this assessment? <input type="checkbox"/> Are you willing to be contacted should further verification be required? <input type="checkbox"/> Are you a supervisor or manager with experience and/or knowledge in the skills/competencies/tasks being assessed?

## Workplace observations

Please record the date of each observation and place a check mark indicate the student has successfully performed the listed task to the required standard. You must record *three* successful observations to satisfy the requirement that the student performs these tasks on a consistent basis.

Does the student perform the following tasks to the required standard on a consistent basis? Refer to Appendix A for performance criteria.	Successful observations		
	Observation 1 date	Observation 2 date	Observation 3 date
	/ /	/ /	/ /
<b>FNSINC401 Apply principles of professional practice to work in the financial services industry</b>			
Identify the scope, sectors and responsibilities of the industry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify and apply financial services industry guidelines, procedures and legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identify sustainability issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participate in and facilitate work team activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plan work to be completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Develop and maintain personal competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>BSBWHS414 Contribute to WHS risk management</b>			
Access information and data used to identify hazards, and to assess and control risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contribute to identifying risk management requirements and compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contribute to workplace hazard identification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contribute to WHS risk assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contribute to developing and implementing risk controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contribute to evaluating effectiveness of risk controls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Employability skills

Please place a check mark to indicate the student has successfully acquired the following skills.

- |   |   |
|---|---|
| <input type="checkbox"/> Performs job tasks to industry standards | <input type="checkbox"/> Works well with others                       |
| <input type="checkbox"/> Manages job tasks effectively            | <input type="checkbox"/> Adapts to new tasks                          |
| <input type="checkbox"/> Implements safe working practices        | <input type="checkbox"/> Copes with unusual or non-routine situations |
| <input type="checkbox"/> Solves problems on-the-job               |   |

### Terms of acceptance

I, the workplace observer for this workplace observation checklist, warrant the truthfulness of the information provided. I have conducted this observation/role play in accordance with ANZIIF's guidelines.

Signature \_\_\_\_\_

Full name \_\_\_\_\_

Date / / \_\_\_\_\_

- I understand that checking this box constitutes a legal signature confirming that I acknowledge and agree to the above Terms of Acceptance.

## Appendix A: Observation performance criteria checklist

Ensure you consider the following performance criteria when undertaking your observation.

You do not need to submit this appendix as it is only a reference guide.

### ***FNSINC401 Apply principles of professional practice to work in the financial services industry***

#### Identify the scope, sectors and responsibilities of the industry

- Identify and consider external forces impacting on financial services industry while carrying out activities
- Identify main sectors of financial services industry and interrelationship between sectors in carrying out activities
- Identify roles and responsibilities of other participants in financial services industry in carrying out activities

#### Identify and apply financial services industry guidelines, procedures and legislation

- Collect, apply and analyse information on relevant legislation, regulations and codes of practice as applied to financial services industry
- Clarify own work practice and regularly refine in light of relevant legislation, regulations and codes of practice, and organisational policy, guidelines and procedures
- Apply relevant codes of practice in an ethical approach to workplace practice and decisions

#### Identify sustainability issues

- Obtain and analyse information on sustainability policies, strategies and impacts on industry from a range of sources
- Identify and promote environmental sustainability as an integral part of business planning and business opportunity
- Incorporate and support triple bottom line principles in work planning

#### Manage information

- Read and discuss with appropriate persons relevant documents and reports that could impact on work effectiveness and compliance
- Analyse, evaluate and check documents, reports, data and numerical calculations to meet customer and organisational requirements
- Present information in format appropriate for audience

#### Participate in and facilitate work team activities

- Provide feedback to team members to encourage, value and reward individual and team efforts, and contributions
- Actively encourage team members to participate in and take responsibility for team activities and communication processes
- Support team to identify and resolve problems which impede its performance
- Ensure own work serves as role model for others and enhances organisation's image and financial services industry

#### Plan work to be completed

- Determine tasks to be done and identify relevant conditions to work autonomously or in team environment
- Plan work to manage resources, time and priorities
- Contribute to organisational planning process as required to achieve service improvement
- Adapt to changes in technology and work organisation in timely manner

### Develop and maintain personal competency

- Identify and review personal professional development needs and goals on regular basis
- Clarify and comply with competency, authorisation and licensing requirements
- Seek professional development opportunities that reflect needs and goals in agreed timeframe

### **BSBWHS414 Contribute to WHS risk management**

#### Access information and data used to identify hazards, and to assess and control risks

- Access and review current WHS laws relevant to organisation's hazard identification and risk control processes
- Access workplace sources of information and data to inform hazard identification, risk assessment and risk controls
- Access external sources of information and data to inform hazard identification, risk assessment and risk controls
- Analyse information and data and determine nature and scope of workplace hazards, risk assessment and risk controls
- Confirm information and data with required stakeholders, seeking input from technical and other advisors as required

#### Contribute to identifying risk management requirements and compliance

- Contribute to identifying and complying with requirements of organisational policies, procedures, processes and systems for hazard identification, risk assessment and risk controls
- Contribute to identifying and complying with requirements of WHS laws and guidelines for hazard identification, risk assessment and risk controls
- Identify duty holders, and their roles and responsibilities according to risk management requirements
- Identify tools used by organisational in current hazard identification and risk control processes

#### Contribute to workplace hazard identification

- Contribute to selecting hazard identification tools and techniques according to WHS laws, and risk management requirements
- Use hazard identification tools and techniques to assist with identifying hazards according to risk management requirements
- Contribute to documenting hazard identification processes and results according to risk management
- Apply knowledge of hazards to advise individuals and/or parties about workplace hazards and the harms they may cause

#### Contribute to WHS risk assessment

- Identify individuals and/or parties at risk of exposure to hazards and determine the nature, severity and likelihood of potential harm
- Contribute to applying tools, techniques and processes to identified hazards to assess risk, according to risk management requirements
- Contribute to documenting risk assessment results according to risk management requirements
- Contribute to communicating risk assessment outcomes with workers, contract workers, managers and technical specialists according to risk management requirements

### Contribute to developing and implementing risk controls

- Contribute to selecting risk controls for identified hazards based on the risk assessment
- Document agreed risk controls according to risk management requirements
- Contribute to developing risk controls according to the hierarchy of control measures and WHS laws
- Contribute to implementing risk controls and seek supervisory advice as required by the circumstances
- Support communication of information on risk controls and actions to required individuals and/or parties

### Contribute to evaluating effectiveness of risk controls

- Identify requirements for ensuring ongoing effectiveness of risk controls
- Contribute to identifying measures that enable evaluation of effectiveness of risk controls
- Document plan for monitoring effectiveness of risk controls according to organisational policies and procedures
- Present and effectively communicate plan to required stakeholders according to risk management requirements