



Australian Government

**Assessment Requirements for FNSIBK515
Monitor broking client requirements and
establish loss control programs**

Release: 1

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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:

- assess and record current and new risks to the portfolio by applying a systematic, methodological approach to monitoring situations in the context of product market developments and industry trends
- comply with broking and communication protocols and practices
- analyse loss experience of client and make recommendations for appropriate action to cover identified losses
- analyse data relating to loss incidents to determine loss trends and make recommendations to improve loss controls
- develop a service level agreement (SLA) suitable for broking clients requiring loss control programs.

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 analysis and evaluation process used to identify potential changes to client portfolios
- provide a detailed analysis of loss control techniques applied to managing client risks
- outline the application of insurance survey requirements to monitor the requirements of clients with potential risk changes, including those relating to workplace safety
- explain approach to analysing policy wordings in relation to client losses
- evaluate the impact of industry or company compliance requirements on dealing with client losses
- outline company policy, procedures and authorities that are applied in loss analysis and reporting.

Assessment Conditions

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

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

Assessor 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>