FNSILD503 Establish services to provide advice

Release: 1

FNSILD503 Establish services to provide advice

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to establish processes and systems to service clients within the life distribution stream. It encompasses establishing or reviewing marketing, client services and supplier relationships to achieve service support requirements.

It applies to individuals who use specialised knowledge and organisational skills to provide support for strategic organisational activity.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Insurance life distribution

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Provide marketing services	1.1 Identify marketing support for defined markets and distribution channels in accordance with distribution plan 1.2 Develop marketing tools that meet regulatory requirements and make available within budget and timelines
2. Provide administrative and ancillary services	2.1 Determine administration and ancillary services against provisions of distribution plan 2.2 Develop and introduce processes to service clients 2.3 Deliver services within timelines and budget, and according to distribution plan

ELEMENT	PERFORMANCE CRITERIA
	2.4 Reassess service needs in light of usage and budget
3. Provide client services	3.1 Determine services which will meet client expectations and are within enterprise policy and philosophy
	3.2 Deliver services within timeframe and budget
	3.3 Establish key performance indicators (KPIs) to measure client service
	3.4 Ensure services meet industry legislative requirements
	3.5 Document service standards in prescribed format and communicate to all stakeholders

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 2.1, 3.1	• Interprets, reviews and consolidates key information from a variety of sources against specific criteria to determine needs and required actions
Writing	1.2, 2.2, 3.3, 3.5	• Produces logically structured documentation using clear language and concepts, and uses correct organisational formats
Oral Communication	3.5	• Participates in verbal exchanges using active listening and questioning skills when dealing with a range of personnel
Numeracy	1.2, 2.3, 2.4, 3.2, 3.3	• Performs calculations to interpret and monitor financial information relating to budgets
Navigate the world of work	1.1, 2.1, 2.3, 3.1, 3.3, 3.4	• Takes a lead role in the development of organisational goals, roles and responsibilities • Takes full responsibility for ensuring compliance with organisational policy and protocols, and legislative requirements • Ensures knowledge of legislation and regulations relevant to role is accurate, comprehensive and current
Interact with others	3.5	• Selects and uses appropriate conventions and protocols to gain and provide information relevant to service standards

Get the work done	1.1, 1.2, 2.1, 2.2, 2.3, 2.4, 3.1-3.3, 3.5	• Plans, organises, implements and reviews systems and processes to provide services that meet organisational requirements • Makes high impact decisions in a complex and diverse environment, systematically analysing information from a range of sources • Evaluates effectiveness of systems and processes to inform decisions on how to implement improvements • Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSILD503 Establish services to provide advice	FNSILD503A Establish services to provide advice	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe