



Australian Government

FNS30511 Certificate III in General Insurance

Release 3

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Modification History

Release	Comments
Release 3	<p>This version first released with <i>FNS10 Financial Services Training Package Version 5.0</i>.</p> <p>Update imported units: <i>BSBWOR203A</i> to <i>BSBWOR203B</i>; <i>BSBCMM301A</i> to <i>BSBCMM301B</i>; <i>BSBCCO201A Action customer contact</i> replaced by equivalent unit <i>BSBCCO203A Conduct customer contact</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 3.0</i>.</p> <p>Advice relating to ASIC requirements removed from the qualification and reference made to the regulator and Regulatory advice held on the IBSA website.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced <i>BSBOHS303B Contribute to OHS hazard identification and risk</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p> <p>Replaces <i>FNS30510 Certificate III in General Insurance</i>.</p>

Description

This qualification reflects the job roles of employees in general insurance.

Possible work functions may include:

- processing and issuing policies
- processing and settling claims
- responding to customer enquiries and maintaining customer database.

Pathways Information

Pathways into the qualification

The primary pathway from this qualification is employment in a range of environments including:

- administration
- handling claims
- providing customer service at a branch, by telephone, teleclaims or online.

Pathways from the qualification

A further learning pathway utilising qualifications such as Certificate IV in General Insurance or a specialist insurance qualification would support career progression.

Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website (www.ibsa.org.au) or the relevant regulator for specific guidance on requirements.

Entry Requirements

Not applicable.

Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • conducting research to collect and analyse information and present in report form • having the ability to question, clarify and evaluate information • investigating and negotiating to resolve disputes • liaising with internal and external personnel with an ability to 'read' verbal and non-verbal body language • using a range of techniques and sales skills to elicit feedback from customers • using specialist language in written and oral communication • writing in a range of styles to suit different audiences
Teamwork	<ul style="list-style-type: none"> • receiving feedback on performance • referring matters to nominated person as required • working as a member of a team and applying knowledge of one's own role to achieve team goals
Problem Solving	<ul style="list-style-type: none"> • collecting, comparing and contrasting data in order to create reports • investigating skills to provide information to assist with the determination of entitlements for persons where estates are to be finalised • using problem solving tools and techniques to balance and reconcile amounts
Initiative and Enterprise	<ul style="list-style-type: none"> • contributing to solutions to workplace challenges • contributing to the designing and preparation of reports to effectively present workplace information • identifying cross-selling opportunities
Planning and Organising	<ul style="list-style-type: none"> • contributing to the planning process by researching and validating information relating to estates • planning work considering resources, time and other constraints • processing routine documents and maintaining files, managing information, and scheduling and coordinating competing tasks • undertaking contingency planning and risk management to meet client needs within area of responsibility
Self-management	<ul style="list-style-type: none"> • managing own time and priorities and dealing with contingencies • operating within codes of ethics, codes of professional conduct, legislation and regulations • taking responsibility as required by work role and ensuring all

	organisational policies and procedures are followed
Learning	<ul style="list-style-type: none">• acquiring and applying knowledge of services and organisational policies and procedures• asking questions to clarify instructions• seeking advice on technical issues• using online help and manuals to solve basic technology problems
Technology	<ul style="list-style-type: none">• using electronic communication devices and processes such as internet software packages and email, to produce written correspondence and reports• using technology to assist the management of information and to assist the planning process

Packaging Rules

13 units must be achieved.

5 core units
plus 8 elective units

3 elective unit must be selected from **Group A**.

A further **3 elective unit** must be selected from **Group A or B**.

The remaining **2 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate III or Certificate IV qualification.

Elective units must be relevant to the work outcomes, local industry requirements and the qualification level.

Core units of competency:

- FNSINC301A Work effectively in the financial services industry
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- BSBOHS201A Participate in OHS processes
- BSBWOR203B Work effectively with others
- BSBWOR204A Use business technology

Elective units of competency:

Group A

(Insurance services)

- FNSISV301A Evaluate risk for renewal business
- FNSISV302A Process alteration to insurance policy
- FNSISV303A Issue contract of insurance
- FNSISV304A Issue renewal advice
- FNSISV305A Issue cancellation advice
- FNSISV306A Receive and record or register a claim
- FNSISV307A Follow organisation procedures to process claim
- FNSISV308A Process facultative and treaty reinsurance claim
- FNSISV309A Settle claims
- FNSISV310A Process claims payments

Group B

ASIC

- FNSASIC301C Establish client relationship and analyse needs
- FNSASIC302C Develop, present and negotiate client solutions
- FNSASIC304A Provide Tier 2 general advice in general insurance
- FNSASIC305A Provide Tier 2 personal advice in general insurance

General

- FNSSAM301A Identify opportunities for cross-selling products and services
- FNSIAD301A Provide general advice on financial products and services
- SBCCO203A Conduct customer contact
- BSBCMM301B Process customer complaints
- BSBKKG304B Maintain business records