Australian Government

Department of Education, Employment and Workplace Relations

FNS30610 Certificate III in Insurance Broking

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

FNS30610 Certificate III in Insurance Broking

Modification History

Not applicable.

Description

This qualification is designed to reflect the role of entry level employees carrying out work in insurance broking in a range of environments including as a member of a team in a large organisation or a small broking practice and may meet ASIC requirements for Tier 2 general insurance advice.

Possible work functions may include:

- assisting in managing broking business on behalf of a client
- handling customer complaints
- responding to customer enquiries for insurance broking products and services
- assisting a broking client with an insurance claim.
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Pathways Information

Qualification Pathway

The primary pathway from this qualification is employment in insurance broking industry in service and support roles.

This qualification is suited to an Australian Apprenticeship pathway.

A further learning pathway utilising qualifications such as FNS41710 Certificate IV in Insurance Broking would support career progression.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	**Industry/enterprise requirements for this qualification include**:
Communication	• conducting research to collect and analyse information and presenting it in report form • having the ability to question, clarify and evaluate information • possessing well-developed presentation skills with an ability to 'read' verbal and non-verbal body language • preparing and presenting correspondence in appropriate electronic format • using effective telephone techniques and having the ability to negotiate solutions with clients and colleagues within area of responsibility • writing in a range of styles to suit different audiences
Teamwork	• 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 • working with specialists for advice and on a referral basis
Problem solving	• applying estimating skills in calculating finances • reading and understanding policy documents • resolving customer complaints within area of responsibility
Initiative and enterprise	• contributing creative ideas to resolve workplace issues • referring non routine problems to a nominated person • responding to changing situations in the workplace
Planning and organising	• contributing to the planning process by researching and validating information relating to claims • processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks
Self-management	• 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	• acquiring and applying knowledge of products, 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

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	problems
Technology	• operating organisational business or records system
	• using business technology such as computers, and word processing and document management software
	• using databases, record system and workflow packages

Packaging Rules

Packaging Rules
12 units must be achieved.

6 core units
plus **6 elective units**

- selecting the identified elective unit/s * could meet ASIC accreditation requirements for providing financial product advice - conditions relating to ASIC accreditation should be obtained from ASIC
- A maximum of 4 of the elective units must be selected from Group A
- A maximum of 2 electives may be selected from units aligned to Certificate III qualifications in any endorsed Training Package or accredited course
- One (1) elective may be selected from units aligned to Certificate II qualifications in any endorsed Training Package or accredited course

Elective units must be relevant to the work outcome, local industry requirements and the qualification level. The elective bank comprises recommended units for those wishing to work in insurance broking support roles.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

Core units of competency:

- FNSINC301A Work effectively in the financial services industry
- FNSIBK301A Provide insurance broking services in response to a customer enquiry
- FNSIBK401A Research and analyse client and industry information for a broking risk assessment
- FNSIBK402A Provide personal advice in general insurance broking products and services (Tier 2)
- FNSIBK403A Implement an agreed insurance program for a broking client
- FNSIBK404A Provide a claims service to an insurance broking client

Group A

- BSBCMM201A Communicate in the workplace
- BSBCMM301A Process customer complaints
- BSBWOR203A Work effectively with others
- FNSACC301A Process financial transactions and extract interim reports
- FNSCUS401A Participate in negotiations
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- FNSASIC304A Provide Tier 2 general advice in general insurance *
- FNSASIC305A Provide Tier 2 personal advice in general insurance *
- FNSIBK302A Provide general advice in general insurance broking products and services (Tier 2)*
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