



Australian Government

FNS30610 Certificate III in Insurance Broking

Release 3

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Modification History

Release	Comments
Release 3	<p>This version first released with FNS10 Financial Services Training Package version 5.0.</p> <p>Update imported units: BSBWOR203A to BSBWOR203B; BSBCMM301A to BSBCMM301B.</p> <p>Advice relating to ASIC requirements removed from the qualification.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>This version first released with FNS10 Financial Services Training Package version 2.0.</p> <p>Minor changes in unit title requiring new unit version.</p>
Release 1	<p>This qualification first released with FNS10 Financial Services Training Package version 1.0.</p>

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.

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.

Pathways Information

Pathways from the qualification

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

A further learning pathway utilising qualifications such as Certificate IV in Insurance Broking 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 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • applying estimating skills in calculating finances • reading and understanding policy documents • resolving customer complaints within area of responsibility
Initiative and enterprise	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<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 products, services and organisational policies and procedures

	<ul style="list-style-type: none">• 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">• 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

12 units must be achieved.

6 core units
plus 6 elective units

4 elective units must be selected from **the elective units listed** below that includes the recommended electives for those wishing to work in insurance broking support roles.

The remaining **2 elective units** may be selected from the elective units listed below, any endorsed Training Package or accredited course. **1** of these may be selected from a Certificate II qualification; **2** of these elective may be selected from a Certificate III qualification.

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

Core units of competency:

- FNSIBK301A Provide insurance broking services in response to a customer enquiry
- FNSIBK401A Research and analyse client and industry information for a broking risk assessment
- FNSIBK402B Provide personal advice in general insurance broking products and services
- FNSIBK403A Implement an agreed insurance program for a broking client
- FNSIBK404A Provide a claims service to an insurance broking client
- FNSINC301A Work effectively in the financial services industry

Elective units of competency

- FNSACC301A Process financial transactions and extract interim reports
- FNSASIC304A Provide Tier 2 general advice in general insurance
- FNSASIC305A Provide Tier 2 personal advice in general insurance
- FNSCUS401A Participate in negotiations
- FNSIBK302B Provide general advice in general insurance broking products and services
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector
- BSBCMM201A Communicate in the workplace
- BSBCMM301B Process customer complaints
- BSBWOR203B Work effectively with others
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