



**Australian Government**

# **FNS30515 Certificate III in General Insurance**

**Release 3**

## FNS30515 Certificate III in General Insurance

### Modification History

Release	Comments
Release 3	This version released with FNS Financial Services Training Package version 2.0 Release 3 created to correct typographical error
Release 2	This version released with FNS Financial Services Training Package version 1.1 Release 2 created to correct typographical error
Release 1	This Qualification first released with FNS Financial Services Training Package version 1.0

### Qualification Description

This qualification is designed to reflect the job role of entry level employees working in general insurance environments who perform claims administration and customer service duties. Individuals at this level apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known situations under general supervision. Work functions may include processing and issuing policies, processing and settling claims, responding to customer enquiries and maintaining a customer database.

### Licensing/Regulatory Information

Work functions in the occupational areas where this qualification 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.

## Entry Requirements

*Nil.*

## Packaging Rules

**Total number of units = 13**

**5 core units** plus

**8 elective units**

The elective units consist of:

- 6 from Group A.

Of the remaining 2 units:

- up to 2 may be from Group A or B
- up to 2 may be from Certificate III or Certificate IV in a currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

### Core Units

BSBWHS201 Contribute to health and safety of self and others

BSBWOR203 Work effectively with others

BSBWOR204 Use business technology

FNSINC301 Work effectively in the financial services industry

FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

### Elective Units

#### Group A

FNSASIC301 Establish client relationship and analyse needs

FNSASIC302 Develop, present and negotiate client solutions

FNSASIC304 Provide Tier 2 general advice in general insurance

FNSASIC305 Provide Tier 2 personal advice in general insurance

FNSISV301 Evaluate risk for renewal business

FNSISV302 Process alteration to insurance policy

FNSISV303 Issue contract of insurance

FNSISV304 Issue renewal advice

FNSISV305 Issue cancellation advice

FNSISV306 Receive and record or register a claim

FNSISV307 Follow organisation procedures to process claim

FNSISV308 Process facultative and treaty reinsurance claim

FNSISV309 Settle claims

FNSISV310 Process claims payments

**Group B**

BSBCUE203 Conduct customer engagement

BSBCMM301 Process customer complaints

BSBRKG304 Maintain business records

FNSIAD301 Provide general advice on financial products and services

FNSSAM301 Identify opportunities for cross-selling products and services

**Qualification Mapping Information**

<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
FNS30515 Certificate III in General Insurance (Release 3)	FNS30515 Certificate III in General Insurance (Release 2)	Updated typographical error	Equivalent qualification

**Links**

Companion volumes are available from the IBSA website:

[http://www.ibsa.org.au/companion\\_volumes](http://www.ibsa.org.au/companion_volumes) -[http://companion\\_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=15](http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=15)