



Australian Government

FNS30615 Certificate III in Insurance Broking

Release 2

FNS30615 Certificate III in Insurance Broking

Modification History

Release	Comments
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 for entry level employees working in broking assistant or support roles in small or large organisations offering insurance broking services to retail and wholesale clients. Broking assistants undertake a range of core broking skills around customer service, client advice and clerical and administrative support duties. Individuals at this level take limited responsibility in known situations under general supervision.

Licensing/Regulatory Information

Some of the work functions in insurance broking 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 = 12

6 core units plus

6 elective units

The elective units consist of:

- 4 from the electives below.

Of the remaining 2 units:

- up to 2 may be from the electives
- up to 2 may be from Certificate III or 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

BSBCUE404 Collect, analyse and record information

BSBCUS301 Deliver and monitor service to customers

FNSIBK402 Implement new or renewed insurance program for insurance broking clients

FNSIBK403 Place client insurances with insurers and confirm insurance cover with clients

FNSIBK404 Provide a claims service to an insurance broking client

FNSINC301 Work effectively in the financial services industry

Elective Units

ASIC general insurance advice

FNSASIC304 Provide Tier 2 general advice in general insurance*

FNSASIC305 Provide Tier 2 personal advice in general insurance*

Customer service and sales

BSBCUE303 Conduct a telemarketing campaign
 BSBCUE304 Provide sales solutions to customers
 BSBCUE307 Work effectively in customer engagement
 BSBCUE309 Develop product and service knowledge for customer engagement operation
 BSBCMM301 Process customer complaints
 FNSIBK302 Provide general advice in general insurance broking products and services
 FNSCUS401 Participate in negotiations

Information handling and technology

BSBFIA304 Maintain a general ledger
 BSBITU304 Produce spreadsheets
 BSBWRT301 Write simple documents

Team and/or organisation

BSBADM311 Maintain business resources
 BSBFLM305 Support operational plan
 BSBFLM309 Support continuous improvement systems and processes
 BSBINN301 Promote innovation in a team environment
 BSBWOR301 Organise personal work priorities and development

*Those who wish to meet ASIC Tier 2 personal advice in general insurance should include both elective units:

FNSASIC304 Provide Tier 2 general advice in general insurance; and
 FNSASIC305 Provide Tier 2 personal advice in general insurance.

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS30615 Certificate III in Insurance Broking	FNS30610 Certificate III in Insurance Broking	Updated to meet Standards for Training Packages. Packaging rules updated Elective units added to provide greater guidance and flexibility for industry	No equivalent qualification

Links

Companion volumes available from the IBSA website:

http://www.ibsa.org.au/companion_volumes - http://www.ibsa.org.au/companion_volumes