



Australian Government

FNS41720 Certificate IV in Insurance Broking

Release 4

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Modification History

Release	Comments
Release 4	This version first released with the FNS Financial Services Training Package Version 8.1. Unit BSBCUS403 Implement customer service standards removed from the Customer service electives.
Release 3	This version first released with the FNS Financial Services Training Package Version 8.0. Native and imported elective units of competency were updated and/or superseded.
Release 2	This version first released with FNS Financial Services Training Package Version 6.0. Release created to reflect updated units of competency.
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

Qualification Description

This qualification reflects the role of insurance brokers who provide advice on retail products and services to retail insurance clients. They may also have a role in providing specialist advice and managerial activities. Individuals in these roles apply specialist skills and knowledge to work autonomously and exercise judgement in completing routine and non-routine activities and to analyse and evaluate information from a variety of relevant sources.

Licensing, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Relevant regulatory authorities should be consulted to confirm those requirements before applying the qualification.

Entry Requirements

Nil

Packaging Rules

Total number of units = 12

8 core units plus

4 elective units, of which:

- at least 2 must be from the elective units listed below
- the remaining units may be from this qualification or any currently endorsed Certificate III or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

Core units

FNSASIC314 Provide Tier 2 general advice in general insurance

FNSASIC315 Provide Tier 2 personal advice in general insurance

FNSIBK412 Implement new and renewed insurance program for insurance broking clients

FNSIBK413 Place client insurances with insurer and confirm insurance cover with clients

FNSIBK414 Provide a claims service to insurance broking clients

FNSIBK415 Meet compliance requirements relating to insurance broking

FNSIBK416 Deliver insurance broking services

FNSINC412 Apply and maintain knowledge of financial products and services

Elective units

Communication

BSBCMM411 Make presentations

BSBOPS305 Process customer complaints

FNSCUS411 Participate in negotiations

Customer service

BSBOPS404 Implement customer service strategies

BSBOPS505 Manage organisational customer service

Risk management

BSBWHS414 Contribute to WHS risk management

FNSISV413 Survey potential risk exposure

FNSRSK512 Assess risks

Team and organisation

BSBLDR411 Demonstrate leadership in the workplace

BSBLDR414 Lead team effectiveness

BSBOPS402 Coordinate business operational plans

BSBPEF402 Develop personal work priorities

Workers' compensation insurance

FNSIBK401 Research, analyse and report information in insurance broking

FNSISV405 Analyse insurance claims

FNSISV408 Manage handling and settlement of routine insurance claims for retail clients

FNSPIM313 Work within the personal injury management sector

FNSPIM314 Assess and determine initial entitlements for personal injury claims

FNSPIM406 Develop and maintain knowledge of personal injury management insurance

FNSPIM419 Maintain relationships with personal injury clients

FNSPIM423 Educate clients on personal injury management issues

Qualification Mapping Information

No equivalent qualification. Supersedes and is not equivalent to FNS41715 Certificate IV in Insurance Broking.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>