



Australian Government

FNSFPL619 Prepare advice in life insurance

Release: 1

FNSFPL619 Prepare advice in life insurance

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to analyse client needs in life insurance; and prepare advice ethically, professionally and in compliance with industry regulations and codes of practice.

The unit applies to those who use well-developed interpersonal, communication and self-management skills when performing a specialist advisory role in life insurance. The requirement to prepare advice may come from authorised representatives, including financial advisers, shareholders, financial organisations, stockbrokers, trustees, agents and intermediaries.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those requirements.

Unit Sector

Financial planning

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Analyse client needs and risk profile	1.1 Analyse client needs using all information gathered from authorised representative and considering client product expectations 1.2 Consult with authorised representative throughout analysis for further clarification where necessary according to organisational procedures 1.3 Identify need for specialist advice and ensure client is referred to appropriate adviser if required 1.4 Assess and confirm client's product risk profile according to

ELEMENT	PERFORMANCE CRITERIA
	expectations of cash flow and relevant taxation obligations
2. Develop life insurance strategies and solutions that meet client needs and risk profile	2.1 Identify legislative, regulatory and code of practice requirements relevant to products being offered 2.2 Determine required life insurance strategy based on analysis of life insurance products, client risk profile and client's needs 2.3 Conduct required research, analysis and product modelling and apply stress tests for changes in market conditions
3. Provide strategies and solutions to authorised representative	3.1 Draft required solution, plan, policy or transaction and provide to authorised representative 3.2 Explain proposed solution, plan, policy or transaction to authorised representative 3.3 Confirm details, terms and conditions of product and service 3.4 Disclose impacts and possible risks of proposed solution, plan, policy or transaction and offer alternative solutions to authorised representative 3.5 Provide supporting written documentation and guide authorised representative through key aspects of documentation 3.6 Discuss and clarify concerns and issues that authorised representative has regarding proposed solution, plan, policy or transaction 3.7 Confirm with authorised representative client's understanding of proposed solution, plan, policy or transaction
4. Establish agreement and complete documentation	4.1 Obtain formal agreement from authorised representative and obtain their sign-off on proposed solution, plan, policy or transaction 4.2 Document fees, cost structures and timeframes for execution and processing of agreed solution, plan, policy or transaction 4.3 Ensure proposal and required statutory and transactional documents are completed and signed off by client 4.4 Provide draft agreement and other required documentation to authorised representative
5. Agree to arrangements for providing ongoing services	5.1 Prepare documentation of fees and costs for ongoing and specifically defined services according to organisational policies and procedures 5.2 Agree to type and form of ongoing service to be provided 5.3 Provide documented service arrangements to authorised representative for confirmation 5.4 Implement procedures for agreed ongoing service according to organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	• Extends knowledge of product features and applications of life insurance products relevant to current role using research and analysis
Numeracy	• Interprets financial product information and calculates client costs, risks and returns
Oral communication	• Articulates requirements using industry-specific language appropriate to audience and environment • Uses active listening and questioning techniques to elicit information and confirm understanding
Reading	• Interprets textual information from relevant sources
Writing	• Uses industry-related terminology to complete and consolidate workplace documentation
Planning and organising	• Takes responsibility for the planning, sequence and priority of tasks within own workload to achieve effective and compliant outcomes
Self-management	• Takes personal responsibility for following policies, procedures and protocols to provide advisory services and documentation that comply with legal, statutory and organisational requirements • Applies systematic and analytical decision-making processes to determine and implement investment solutions that meet client needs and financial requirements, including referral to specialist personnel as required
Teamwork	• Selects and uses the appropriate conventions and protocols when communicating with authorised representatives • Seeks and shares information, establishes agreement and maintains ethical service relationships • Adapts personal communication style to show respect for the values, beliefs and cultural expectations of others
Technology	• Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSFPL619 Prepare advice in life insurance

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- prepare accurate and ethical advice on life insurance products and/or services for at least two different clients.

In the course of the above, the candidate must:

- interpret and comply with industry regulations and codes of practice
- analyse client needs, financial situation and risk profile, and prepare appropriate strategies or solutions relating to life insurance
- implement the solution, plan, policy or transaction once agreed by the client and complete documentation.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

Generic knowledge

- legal environment, including disclosure and compliance covering:
 - role of the authorised representative or adviser
 - relevant legal principles relating to the Corporations Act, Australian Securities and Investments Commission (ASIC) Act, Insurance Contracts Act, Life Insurance Act, Privacy Amendment (Private Sector) Act, and Competition and Consumer Act
 - relationship between ethics and regulatory requirements, including good faith, faith, utmost good faith, full disclosure of remuneration and fees, and other conflicts of interest that may influence authorised representative's recommendation
 - relevant industry standards and codes of practice
 - regulatory guidelines
 - internal and external complaints resolution procedures

- economic environment, including:
 - characteristics and impact of economic and business cycles
 - interest rates and exchange rates
 - inflation
 - government monetary and fiscal policy
- operation of financial markets, including:
 - roles played by intermediaries and issuers
 - structure and interrelationships within financial markets
 - interrelationship between industry sectors
- financial products, including:
 - concept of a financial product: general definition, and specific inclusions and exclusions
 - types of financial investment products
 - types of financial risk products
- aspects of ongoing service provision, including:
 - reporting on performance
 - using effective communication skills
 - preparing required records and documentation
 - reviewing of solution, plan, policy or transaction.

Specialist knowledge

- operation of insurance markets, including:
 - definition of insurance product
 - characteristics and participants of the Australian insurance market
 - roles played by intermediaries
- types of insurance products, including risk insurance products, investment life insurance products and general insurance products
- key aspects of insurance products:
 - conditions, exclusions and levels of coverage of risk transfer products
 - pricing
- taxation issues in relation to insurance products and markets
- advisory functions, including:
 - role of insurance adviser, broker or agent
 - participants in the insurance advisory services market
 - range of services provided
 - profile and financial information of the client
 - appropriateness of a risk assessment
- theories of investment, portfolio management and management of investment and risk, including:
 - investment concepts

- investment strategies
- identification of types of risk
- client risk profile.
- aspects of life insurance:
 - types and classes of life insurance products and policies
 - standard cover and deviations
 - product development
 - policy wording
 - underwriting
 - insurance claims
 - premium rating and risk assessment
 - types of investment strategies and components of life insurance products.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- office equipment, technology, software and peripherals
- life insurance product information.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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