



Australian Government

Assessment Requirements for FNSIBK302 Provide general advice in general insurance broking products and services

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify clients who require general or personal advice
- follow broking procedures to prepare and provide general advice
- access appropriate documentation required to deliver general advice, both verbally and in writing.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the difference between general advice and personal advice, and the significance of this difference in the performance of the client advice role in an insurance brokerage
- outline the application of relevant legislative and organisational compliance to the requirements in relation to provision of general advice to broking clients
- explain the use of marketing and disclosure documents in performing the general advice role
- describe the process of interpreting the suitability of a range of retail products to broking clients
- describe the role of different advisers within the brokerage and the limited responsibility applying to advisers providing retail consumers with general insurance advice.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the insurance broking field of work and include access to:

- common office equipment, technology, software and consumables
- organisational records.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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