



Australian Government

Assessment Requirements for FNSIBK517 Review insurance broking service performance

Release: 1

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Modification History

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

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:

- review performance of service provided by an insurance broking organisation on at least three different occasions, and on each occasion analyse service results and develop an action plan to address required changes.

In the course of the above, the candidate must:

- apply high level analysis, decision making, and review skills to confirm that service performance is in line with desired outcomes
- review performance and conduct spot checks against service performance indicators.

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:

- compliance requirements for brokers undertaking client servicing
- organisational policies and procedures relating to reviewing insurance broking service performance
- underwriting guidelines and authorities and their impact on organisational policies and procedures relating to client servicing
- good practice and continuous improvement approaches in client service provided by insurance broking organisations
- key performance indicators and key result areas for client servicing
- marketing principles and practices in developing action plans for client servicing.

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:

- organisational equipment, technology, software and consumables
- organisational policies and procedures, documentation and records.

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

Links

Companion Volume Implementation Guide is found on VETNet -

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