



Australian Government

Assessment Requirements for FNSIBK602 Manage implementation of broking service support systems

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:

- conduct reviews of organisational resource and systems requirements to identify gaps in support systems for the provision of broking services
- manage the implementation of recruitment plans, training programs, information systems and operational procedures required to support broking services
- establish effective processes to appoint and manage external suppliers
- undertake evaluations of the support systems on a regular basis and make adjustments where required.

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 analysis and application of relevant features of industry legislation, codes of practice and compliance requirements in the provision of broking support systems
- explain the impact of current insurance market and policy on the execution of the broking service support system
- outline the use of research methods to identify resource needs and limitations
- outline the role of organisational policy and procedures, and underwriting guidelines and authorities, in the execution of broking support systems
- discuss analysis of the industry market position relative to the product and/or line of business on the design of broking service support systems
- outline the impact of marketing principles on the design of support systems
- explain the role of training and the application of training principles in the design of broking support systems.

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
- organisational policy and procedures.

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>