



Australian Government

FNSIBK602 Manage implementation of broking service support systems

Release: 1

FNSIBK602 Manage implementation of broking service support systems

Modification History

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

Application

This unit describes the specialist skills and knowledge required to determine the resources, systems and procedures that must be implemented to support the provision of insurance broking services within a broking organisation.

It applies to individuals who have well-developed data analysis, logistic, communication and organisational skills who work in insurance broking roles within organisations of various sizes and across a range of customer bases.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Insurance broking

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. Meet human resource requirements	1.1 Identify skills needed to implement broking services support system 1.2 Identify number, type and location of service support personnel required, including specialist consultants 1.3 Attain and retain consultants with specialist skills as required 1.4 Recruit or assign required human resource support as appropriate
2. Implement training	2.1 Identify cost-effective training requirements proactively to

ELEMENT	PERFORMANCE CRITERIA
required to achieve service system	support service implementation 2.2 Develop training programs to achieve required service support outcomes 2.3 Implement training programs in cost-effective and timely way 2.4 Undertake evaluation and review of training programs against requirements on regular planned basis
3. Implement information support system	3.1 Establish information distribution and access needs 3.2 Determine range of information types to be collected, processed and stored 3.3 Identify and obtain suitable information support technology to meet needs 3.4 Establish measures to monitor efficiency of information systems 3.5 Store information to enable efficient access
4. Implement operational procedures	4.1 Establish specifications for operational procedures 4.2 Design procedures to ensure effective workflow achieves required service support targets 4.3 Specify measurable performance standards 4.4 Assign tasks and duties to appropriately trained and skilled personnel 4.5 Establish and monitor control measures on regular basis 4.6 Design operational procedures so that adjustments can be made in response to control information
5. Establish supplier relationships to achieve service support requirements	5.1 Identify availability and suitability of suppliers who can meet service support requirements within legislative requirements 5.2 Establish criteria to enable effective evaluation of supplier services 5.3 Assess available suppliers against criteria to determine suitability 5.4 Establish and communicate terms of appointment of suppliers to achieve service support requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	5.1, 5.3	Organises, interprets and critiques material from a range of sources and identifies relevant and key information
Writing	1.1, 1.2, 2.2, 3.4, 4.1, 4.4-4.6, 5.2, 5.4	Develops material for a specific audience using clear, detailed language to convey explicit information, requirements and recommendations
Oral Communication	4.4, 5.4	- Employs listening and questioning techniques to confirm understanding - Participates in verbal interactions using tone and language suitable to the audience
Numeracy	2.3, 4.3	- Demonstrates an awareness of budgetary constraints when planning human resource requirements - Uses mathematical formulae to determine and measure performance benchmarks
Navigate the world of work	1.1-1.4, 2.1, 2.3, 2.4, 3.2, 4.1-4.3, 5.3	- Works autonomously, making high level decisions to achieve and improve organisational goals - Modifies or develops policies and procedures that comply with legislative requirements and meet organisational goals - Sources information required to develop knowledge and understanding relevant to work role
Interact with others	1.3, 1.4, 2.3, 4.4, 5.1, 5.4	- Selects and uses appropriate conventions and protocols to gain and provide information, modifying personal communication style to take into account the particular needs of individuals - Plays a lead role in situations requiring effective collaborative skills, demonstrating high level negotiation skills and the ability to influence others - Demonstrates sophisticated control over oral, visual and/or written formats, drawing on a range of communication practices to achieve goals
Get the work done	1.1-1.4, 2.1-2.4, 3.1-3.5, 4.2, 4.4, 4.5, 5.1, 5.3	- Plans, sequences and implements complex activities, aiming to achieve them efficiently to meet organisational goals - Makes high impact decisions in a complex and diverse environment, using input from a range of sources - Evaluates the effectiveness of systems and processes to inform decisions on how to implement improvements

		Uses digital technologies to access, organise, analyse and store complex data
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSIBK602 Manage implementation of broking service support systems	FNSIBK602A Implement broking service support systems	Updated to meet Standards for Training Packages Minor wording changes to some performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for FNSIBK602 Manage implementation of broking service support systems

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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

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