



Australian Government

Assessment Requirements for FNSIGN401 Provide technical guidance

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:

- provide clear technical information and guidance to repairers and service providers
- assist repairers with service and repair work, and in identifying potential faults
- access a range of information to provide guidance.

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 advanced technical knowledge in areas of expertise
- outline the technical requirements that impact on completion of work including:
 - relevant industry standards
 - organisational quality requirements and procedures
 - supplier or manufacturer specifications
- describe how coaching principles are used to develop the fault finding and rectification of faults capabilities of repairers
- describe sources of current technical information and available networks
- describe recent technical and technological developments relevant to the sector.

Assessment Conditions

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

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

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>