



Australian Government

FNSIGN401 Provide technical guidance

Release: 1

FNSIGN401 Provide technical guidance

Modification History

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

Application

This unit describes the skills and knowledge required to access and interpret technical information, assist repairers with service and repair work, and provide technical information to repairers.

It applies to individuals who advise and assist others in roles involving repair work 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 general

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. Assist repairers with service or repair work	1.1 Provide technical guidance, appropriate to skill level and need, to repairers when determining repair or service needed 1.2 Use repairers with appropriate advanced technical competency as point of reference when required 1.3 Provide technical assistance to repairers when needed to identify any difficult faults 1.4 Provide assistance to repairers during work completion, when needed, to ensure technical requirements are met 1.5 Recognise potential faults before they develop and take precautionary steps to prevent them

ELEMENT	PERFORMANCE CRITERIA
	1.6 Address problems arising from repair procedure appropriately during course of repair
2. Provide technical information to repairers	2.1 Make appropriate technical information available to repairers when needed 2.2 Communicate current and relevant technical information to all repairers 2.3 Show repairers where information can be found and how to access, interpret and apply it when required 2.4 Access a range of information sources through an established network when required

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	1.1, 1.3, 1.4, 2.3, 2.4	Locates, interprets, applies and maintains a range of technical information from a variety of familiar sources to inform repairers and guide service work
Writing	1.1, 1.5, 2.2, 2.3	Uses appropriate text types and formats to clearly identify and diagnose repairs or preventative action and convey current technical information to relevant personnel
Oral Communication	1.1, 1.3, 1.4, 1.5, 1.6, 2.2, 2.3	Participates effectively in verbal exchanges using clear and detailed language and active listening techniques to identify repairs and provide accurate technical advice and critical evaluation, and elicits expert opinion from others if required
Numeracy	1.1, 2.2, 2.3	Extracts, evaluates and applies mathematical information in a range of tasks and texts
Navigate the world of work	1.1	Takes responsibility for providing quality advisory services and assistance to meet organisational goals and regulatory requirements
Interact with others	1.1-1.4, 2.2-2.3	- Selects and uses appropriate conventions and protocols when communicating with others in a range of work contexts - Maintains a supportive environment and adapts

		communication style to suit individual needs when providing assistance and information to a range of repairers
Get the work done	1.1, 1.5, 1.6, 2.1-2.4	- Plans, organises and implements routine and non-routine tasks, aiming to achieve them efficiently - Uses formal analytical thinking techniques to identify issues, generate possible solutions and implement preferred solution, seeking input from others as required - Anticipates potential problems and implements contingency plans as soon as warning signs are recognised - Uses digital technologies and systems to locate information, enter data and present information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSIGN401 Provide technical guidance	FNSIGN401A Provide technical guidance	Updated to meet Standards for Training Packages	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 FNSIGN401 Provide technical guidance

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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

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