



Australian Government

FNSSUP510 Supervise insurance tender process

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.

Application

This unit describes the skills and knowledge required to implement and supervise the insurance tender process with insurance bodies. It encompasses reviewing insurer arrangements, supervising and implementing the tender process and monitoring of ongoing service by the insurer.

It applies to individuals who use analytical skills and systematic approaches to liaise and negotiate tender arrangements with insurance bodies.

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

Superannuation

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. Review insurance arrangements	1.1 Review insurance arrangements as per trust deed, and organisational policy and procedures 1.2 Prepare criteria for insurer selection and confirm with relevant stakeholders 1.3 Implement selection process for choosing insurer, and demonstrate that this process is in best interests of members 1.4 Facilitate tendering process when necessary 1.5 Pass on tendering information to appropriate staff where required

ELEMENT	PERFORMANCE CRITERIA
2. Manage tender process	2.1 Establish agreement on selection criteria 2.2 Provide all relevant information to insurer as requested 2.3 Obtain from insurer all relevant information relating to fund 2.4 Demonstrate unbiased assessment of tenders on basis of relevant considerations 2.5 Negotiate policy terms and conditions with insurers 2.6 Undertake due diligence review of selected insurer 2.7 Review benefit design in line with membership profile
3. Implement group life insurance arrangement	3.1 Select appropriate insurer and document decision according to trust deed organisational procedures 3.2 Review policy document against organisational and trust deed requirements, highlighting any possible concerns fund may have with insurer before entering into formal agreement 3.3 Provide policy document and agreement to legal adviser for review before entering into legally binding agreement 3.4 Implement trustee decision on which insurer is responsible for claims if new insurer is appointed 3.5 Facilitate signing of agreement 3.6 Document and record accurately all information on organisational system 3.7 Communicate any benefit design changes with members and appropriate staff
4. Report on insurance strategy	4.1 Review insurance strategy to ensure it is compliant with relevant superannuation legislation and regulations 4.2 Monitor insurance arrangements and report to senior management against agreed service standards

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, 1.2, 2.1-2.7, 3.1,	Collates and consolidates complex information and

	3.6, 3.7, 4.1, 4.2	- data from a range of sources - Thoroughly analyses information and data against defined criteria, conditions and requirements
Writing	1.2, 1.5, 2.2, 2.5, 3.1, 3.2, 3.6, 3.7, 4.2	- Accurately and logically records and manages information using correct organisational formats and systems - Prepares documentation using clear language, concepts and terminology appropriate for the audience and purpose
Oral Communication	1.2, 1.4, 1.5, 2.1-2.3, 2.5, 3.5, 3.7, 4.2	Uses collaborative techniques including active listening and questioning to negotiate outcomes, and to convey and clarify information in verbal exchanges
Numeracy	1.1, 2.1, 2.2, 4.2	Applies mathematical problem-solving techniques to interpret numeric and financial data
Navigate the world of work	1.1, 1.3, 2.1, 2.2, 2.4-2.6, 3.1-3.3, 4.1-4.2	- Takes full responsibility for following policies, procedures and legislative requirements - Identifies and resolves key business issues, processes and practices that may have legal implications
Interact with others	1.4, 1.5, 2.2, 2.5, 2.6, 3.3, 3.7, 4.2	Collaborates with others and provides information as required to facilitate and achieve outcomes
Get the work done	1.2-1.4, 2.1-2.7, 3.1-3.6, 4.1-4.2	- Accepts responsibility for planning and sequencing complex tasks - Accepts responsibility for addressing less predictable problems, applying problem-solving processes to determine a solution

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSSUP510 Supervise insurance tender process	FNSSUP502A Supervise insurer liaison	Updated to meet Standards for Training Packages. Revised unit including aspects of FNSSUP502A	No equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
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Links

Companion Volume implementation guides are found in VETNet -

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