



Australian Government

Department of Education, Employment and Workplace Relations

FNS30510 Certificate III in General Insurance

Revision Number: 1

FNS30510 Certificate III in General Insurance

Modification History

Not applicable.

Description

This qualification reflects the job roles of employees in general insurance and may meet ASIC requirements for Tier 2 general insurance through selected electives. Possible work functions may include:

- processing and issuing policies
- processing and settling claims
- responding to customer enquiries and maintaining customer database.
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Pathways Information

Qualification Pathway

The primary pathway from this qualification is employment in a range of environments including:

- administration
- handling claims
- providing customer service at a branch, by telephone, teleclaims or online

This qualification is suited to an Australian Apprenticeship pathway.

A further learning pathway utilising qualifications such as FNS41410 Certificate IV in General Insurance or a specialist insurance qualification would support career progression.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	- conducting research to collect and analyse information and present in report form - having the ability to question, clarify and evaluate information - investigating and negotiating to resolve disputes - liaising with internal and external personnel with an ability to 'read' verbal and non-verbal body language - using a range of techniques and sales skills to elicit feedback from customers - using specialist language in written and oral communication - writing in a range of styles to suit different audiences
Teamwork	- receiving feedback on performance - referring matters to nominated person as required - working as a member of a team and applying knowledge of one's own role to achieve team goals
Problem Solving	- collecting, comparing and contrasting data in order to create reports - investigating skills to provide information to assist with the determination of entitlements for persons where estates are to be finalised - using problem solving tools and techniques to balance and reconcile amounts
Initiative and Enterprise	- contributing to solutions to workplace challenges - contributing to the designing and preparation of reports to effectively present workplace information - identifying cross-selling opportunities
Planning and Organising	- contributing to the planning process by researching and validating information relating to estates - planning work considering resources, time and other constraints - processing routine documents and maintaining files, managing information, and scheduling and coordinating competing tasks - undertaking contingency planning and risk management to meet client needs within area of responsibility
Self-management	- managing own time and priorities and dealing with contingencies - operating within codes of ethics, codes of professional conduct, legislation and regulations

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	taking responsibility as required by work role and ensuring all organisational policies and procedures are followed
Learning	- acquiring and applying knowledge of services and organisational policies and procedures - asking questions to clarify instructions - seeking advice on technical issues - using online help and manuals to solve basic technology problems
Technology	- using electronic communication devices and processes such as internet software packages and email, to produce written correspondence and reports - using technology to assist the management of information and to assist the planning process

Packaging Rules

Packaging Rules

13 units must be achieved.

5 core units

plus 8 elective units

- selecting the identified elective unit/s * could meet ASIC accreditation requirements for providing financial product advice. Conditions relating to ASIC accreditation should be obtained from ASIC
- A maximum of 3 elective units must be selected from Group B, the remaining elective units can be selected from Group A, B or C
- A maximum of 2 electives may be selected from units aligned to Certificate III qualifications in any endorsed Training Package or accredited course
- A maximum of 2 electives may be selected from units aligned to Certificate IV qualifications in any endorsed Training Package or accredited course

Elective units must be relevant to the work outcomes, local industry requirements and the qualification level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

Core units of competency:

- BSBOHS303B Contribute to OHS hazard identification and risk assessment
- BSBWOR203A Work effectively with others
- BSBWOR204A Use business technology
- FNSINC301A Work effectively in the financial services industry
- FNSINC402A Develop and maintain in-depth knowledge of products and services used by an organisation or sector

Elective units of competency:

Group A

- FNSASIC304A Provide Tier 2 general advice in general insurance*
- FNSASIC305A Provide Tier 2 personal advice in general insurance*

Group B

- FNSISV301A Evaluate risk for renewal business
- FNSISV302A Process alteration to insurance policy
- FNSISV303A Issue contract of insurance
- FNSISV304A Issue renewal advice
- FNSISV305A Issue cancellation advice
- FNSISV306A Receive and record or register a claim
- FNSISV307A Follow organisation procedures to process claim
- FNSISV308A Process facultative and treaty reinsurance claim
- FNSISV309A Settle claims
- FNSISV310A Process claims payments

Group C (General)

- BSBCCO201A Action customer contact
- BSBCMM301A Process customer complaints
- BSBKRG304B Maintain business records
- FNSSAM301A Identify opportunities for cross-selling products and services
- FNSIAD301A Provide general advice on financial products and services
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