



Australian Government

Department of Education, Employment and Workplace Relations

FNSIBK508A Implement changes to broking client's insurance program

Revision Number: 1

FNSIBK508A Implement changes to broking client's insurance program

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to implement changes to a client's insurance program and may be applied following a prior review of the client's personal and/or business needs. This unit is applicable to individuals working within enterprises and job roles subject to licensing, legislative, regulatory or certification requirements including legislation administered by the Australian Securities and Investments Commission (ASIC).
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Application of the Unit

Application of the unit	This unit applies to insurance broking roles and may be applied within organisations of various sizes and across a range of customer bases.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify required risk changes to insurance program	1.1. Required risk changes are fully identified using appropriate checklist or questionnaire and <i>application of industry knowledge</i> 1.2. Alternative <i>risk management strategies</i> are determined to provide client with viable options 1.3. Current insurance program is reviewed to determine whether existing cover can be endorsed or whether new cover is required 1.4. Instructions from the client on required <i>changes</i> is sought without delay
2. Negotiate change with insurers	2.1. Availability of a market with suitable terms for the client requirements is established 2.2. <i>Terms</i>, conditions and pricing required for change are negotiated with suppliers to provide the most beneficial outcome for the client
3. Communicate options for insurance program changes to client	3.1. Outcomes of negotiations with insurers are advised to client to enable an informed decision to be made 3.2. Options that specify benefits and disadvantages are identified for the client 3.3. Fully justified recommendations are made
4. Obtain client instructions for insurance program amendments	4.1. Options for changes are communicated so that the client can make informed decisions on program changes 4.2. <i>Client instructions</i> that are clear and concise are obtained to enable precise action to be taken 4.3. Client instructions are recorded according to operating procedures to ensure information is current 4.4. Client instructions are confirmed to protect the interests of broker and client

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- well-developed communication skills to:
 - negotiate with clients and others
 - determine and confirm information, using questioning and active listening techniques
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - perform calculations related to achieving required outcomes
 - use basic statistical/data analysis and interpretation
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - access and update records electronically
 - access web-based information services
- well-developed literacy skills to read and interpret documentation from a variety of sources and record and consolidate relevant related information
- research and analysis skills for accessing and interpreting relevant information and analysis of client history and trends
- interpersonal skills
- organisational skills, including the ability to plan and sequence work

Required knowledge

- industry market position relative to product/line of business
- industry organisation policy and procedures
- IT and communications systems
- organisation or industry policy wording

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: - review existing customer portfolio and insurance history and recommend strategies - grow the relationship with a client.
Context of and specific resources for assessment	Assessment must ensure: - competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment - access to and the use of a range of common office equipment, technology, software and consumables - access to organisation records - access to organisation policies and procedures.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit: - evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency - observing processes and procedures in workplaces - verbal or written questioning on underpinning knowledge and skills - evaluating samples of work - accessing and validating third party reports - setting and reviewing workplace projects and business simulations or scenarios.
Guidance information for assessment	

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>Application of industry knowledge</i> may include:	• claims history • credit stability assessments • history of risk • level of supplier service.
<i>Risk management strategies</i> may include:	• transfer of risk.
<i>Changes</i> may include:	• amendments in legislation • claims • organisation acquisitions or disposals • management changes • new insurance product • new or cessation of activities.
<i>Terms</i> of insurance program may include:	• deductibles/excesses required • price • scope of cover • security of carrier.
<i>Client instructions</i> may be:	• verbal or written and may be recorded in: • client file or other appropriate system • computer system • day book.

Unit Sector(s)

Unit sector	Insurance broking
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Competency field

Competency field	
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Co-requisite units

Co-requisite units	FNSIBK506A	Monitor broking clients