



Australian Government

Department of Education, Employment and Workplace Relations

FNSIBK602A Implement broking service support systems

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to determine and implement procedural and resource requirements, and systems for a broking organisation. It encompasses ensuring that trained staff and appropriate systems are in place to support the service outcomes required. 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		

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. Meet human resource requirements	1.1. Skills needed to implement required service support are identified and documented 1.2. Number and location of service support personnel are identified and documented 1.3. Consultants with specialist skills are identified and attained/retained as required 1.4. Required human resource support is recruited or assigned as appropriate
2. Implement training required to achieve service system	2.1. Appropriate training requirements are identified at the appropriate time to support service implementation 2.2. Training programs are developed to achieve the required service support outcomes 2.3. Training programs are implemented in a cost-effective and timely way 2.4. Evaluation and review of training programs against requirements is undertaken on a regular planned basis
3. Implement information support system	3.1. Information distribution and access needs are established 3.2. Range of information types to be collected, processed and stored is determined 3.3. Suitable information support technology to meet needs is identified and obtained 3.4. Measures to monitor the efficiency of information systems are established 3.5. Information is stored to enable efficient access
4. Implement operational procedures	4.1. Specifications for operational procedures are established 4.2. Procedures are designed to ensure effective workflow achieves required service support targets 4.3. Measurable performance standards are specified 4.4. Tasks and duties are assigned to appropriately trained and skilled personnel 4.5. Control measures are established and monitored on a regular basis 4.6. Operational procedures are designed so that adjustments, as appropriate, can be made in response to control information

ELEMENT	PERFORMANCE CRITERIA
5. Establish supplier relationships to achieve service support requirements	5.1. Availability and suitability of suppliers who can meet the service support requirements within legislative requirements are identified 5.2. Criteria to enable an effective evaluation of supplier services are established 5.3. Available suppliers are assessed against criteria to determine suitability 5.4. Terms of appointment of suppliers to achieve service support requirements are established and communicated

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- highly developed communication skills to:
 - determine and confirm information, using questioning and active listening techniques
 - write clear and accurate reports
 - make effective presentations
 - 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 computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - analyse and interpret data
 - 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
- interpersonal skills
- well-developed organisational skills, including the ability to plan and sequence work
- well-developed negotiation skills

Required knowledge

- industry market position relative to product/line of business
- insurance market and policies
- IT and communications systems
- marketing principles
- organisation policy, procedures and industry compliance requirements
- relevant common law, legal systems and procedures
- training needs and principles
- underwriting guidelines and authorities

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:

- comprehensively overview organisational requirements and operational procedures
- effectively organise and plan resources
- apply practical interpretation of regulatory compliance requirements in the management of resources such as staff, information technology (IT) and training, outsource services.

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.

Specialist <i>consultants</i> may include:	• accountants • engineers • independent assessors • insurance organisation representatives • legal professionals • risk managers • surveyors • valuers.
<i>Human resources</i> may include:	• client service representatives • general support staff • receptionist • specialists • specific skilled personnel (e.g. account managers/representatives) • word processing operators.
<i>Training</i> may include:	• external seminars • induction training • industry or common interest groups • in-house • structured • unstructured.
<i>Information systems</i> can include:	• computers (stand alone and networks) • internal organisation communications • libraries including newspapers/journals • manual card systems • media.
<i>Operational procedures</i> include:	• data input documents • feedback mechanisms • instruction sheets • reports • service timetables/response times.

RANGE STATEMENT

Suppliers include:	• accountants • consultants • engineers • insurance companies • legal professionals • other brokers • risk managers • surveyors • valuers.
Supplier terms of appointment can be:	• formal or informal.

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		