



Australian Government

Department of Education, Employment and Workplace Relations

FNSIBK605A Manage insurance brokerage service performance

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 analyse and review the service of a broking organisation and determine suitable actions in order to improve efficiency and quality of the service provided. 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. Establish a system to review service performance	1.1. Service parameters are reviewed to enable performance to be assessed effectively 1.2. Measures of service performance are established which provide accurate and accessible information on service provision 1.3. <i>Service performance data</i> is regularly obtained, analysed and reviewed
2. Analyse performance data	2.1. Performance data is collated to enable a review against planned outcomes to be conducted 2.2. Analysis is conducted to establish whether planned outcomes have been achieved 2.3. Variations of performance against planned outcomes are identified
3. Determine action required	3.1. Variations in performance are assessed to determine the degree of change required 3.2. Procedures are implemented to determine effectiveness of any changes implemented

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:
 - negotiate with clients and others
 - meet a client's personal needs and to present complex information
 - seek assistance and expert advice
 - 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 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 and write reports
 - maintain currency of industry products and services knowledge
 - participate in ongoing formal and informal learning
- research and analysis skills for accessing and interpreting relevant information
- interpersonal skills
- organisational skills, including the ability to plan and sequence work
- auditing skills
- data analysis and interpretation skills

Required knowledge

- budgeting requirements and practice
- industry market position relative to product/line of business
- information technology and communications systems
- organisation policy and procedures and industry compliance requirements
- relevant common law, legal systems and procedures
- 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: • apply high level analysis and decision making • conduct timely performance reviews • analyse service results and recommend appropriate actions.
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 organisational 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.

Service performance data may include:

- claims rejected
- client feedback
- client files
- complaints
- cost
- outstanding claims
- portfolio results
- premium collection
- profitability
- program lapses
- records
- renewal rate
- response times.

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		

