



Australian Government

Department of Education, Employment and Workplace Relations

FNSILD504A Implement and manage the distribution plan

Revision Number: 1

FNSILD504A Implement and manage the distribution plan

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to communicate and action the distribution plan, monitor actions that arise from the plan, review and revise the plan, and measure ongoing results. 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).
------------------------	--

Application of the Unit

Application of the unit	This unit applies to distribution plan job roles applied within organisations of various sizes and across a range of customer bases.
--------------------------------	---

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

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.
---	--

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Communicate the plan	1.1. Stakeholders with whom to communicate are identified according to enterprise strategies and policies 1.2. Methods of communication are determined which are appropriate to the audience 1.3. Feedback processes are established and communication processes are undertaken within timeframes
2. Action the plan	2.1. Project steps are established according to plan 2.2. Enterprise structure is established 2.3. Plan is actioned within established parameters
3. Monitor the actions	3.1. Feedback on plan results is analysed within timeframes and following enterprise procedures 3.2. Problems and opportunities are identified from analysed feedback and corrective action undertaken expediently on any divergence from plan
4. Review and revise the plan	4.1. Review process is established and feedback on all elements of the plan is secured 4.2. Discrepancies between performance required and the plan are identified so change actions can be prioritised 4.3. Revisions to plan are communicated to stakeholders according to enterprise strategies and policies
5. Measure ongoing results	5.1. Key Performance Indicators (KPIs) are monitored 5.2. Performance reports are prepared and communicated to relevant stakeholders

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 as required
 - perform coaching and counselling
 - delegate authorities
 - 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
- research and analysis skills for accessing and interpreting relevant information
- interpersonal skills
- organisational skills, including the ability to plan and sequence work

Required knowledge

- IT applications
- data interpretation
- relevant information sources and availability
- performance analysis techniques and tools

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:

- effectively communicate the distribution plan
- action the plan and monitor the actions
- review and revise the plan after measuring ongoing results.

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.

<i>Stakeholders</i> may include:	• advisers • distribution channel management • employees • prospective and existing policy owners • shareholders.
<i>Methods of communication</i> may include:	• electronic • group • individual • meetings • verbal • in writing.
<i>Parameters</i> may include:	• budget timeframes • distribution channels • outcomes procedures • resources.
<i>Feedback</i> may include information about:	• competitors • customers • environment • internal comparisons • markets • politics • product • regulations • results • social trends • the economy.
<i>Review</i> may include:	• contingency plans • internal and external comparisons.

Unit Sector(s)

Unit sector	Insurance life distribution
--------------------	-----------------------------

Competency field

Competency field	
-------------------------	--

Co-requisite units

Co-requisite units		