



Australian Government

Department of Education, Employment and Workplace Relations

FNSISV501A Issue contracts of insurance covering non-routine and complex situations

Release: 1

FNSISV501A Issue contracts of insurance covering non-routine and complex situations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to undertake processes related to a contract of insurance in a non-routine, complex situations. It encompasses identifying the necessary information, reviewing and interpreting the request against relevant legislation and organisation guidelines and procedures and issuing a new policy/contract of insurance in response to requests for quotes, new policies, or interim cover (cover note) in non-routine, complex situations. 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 job roles involving specialist knowledge and functions such as insurance brokers or agents in a range of insurance sectors 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 non-routine, complex aspects and clarify the customer's situation	1.1. Non-routine and complex aspects of the customer's requirements are identified 1.2. All necessary information is elicited from the customer 1.3. Specialists are consulted where necessary 1.4. Relevant parameters for non-routine, complex situations are applied 1.5. Risk information advised by client is verified 1.6. Survey requirements are implemented, if applicable
2. Determine appropriate approach to complex and non-routine aspects	2.1. Relevant parameters are assessed and interpreted to determine organisation approach 2.2. Specialists within and outside the organisation are consulted as necessary 2.3. Terms, conditions of contract and premiums are determined within relevant parameters 2.4. Request is referred to higher authority if outside policy and organisation guidelines
3. Issue insurance contact	3.1. Any special aspects of the policy are identified and notified to client 3.2. Where applicable under law an unacceptable request is declined, customer is informed and reasons given 3.3. Relevant calculations and contract documentation are completed and reviewed to ensure it meets organisation procedures and legislative requirements 3.4. Documentation is checked for accuracy and omissions according to operating procedures for non-routine, complex contracts 3.5. Cover note, quote, or new insurance policy is issued following organisation operating procedures and dispatched to client

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
 - relate effectively to customers
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- well-developed numeracy and IT skills to:
 - interpret charts, graphs and statistical information and calculate/estimate premiums and claims 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
- learning skills to maintain knowledge of changes to compliance legislation and requirements
- problem solving skills to identify any issues that have the potential to impact on work outcomes and to develop options to resolve these issues when they arise
- self-management skills for complying with ethical, legal and procedural requirements research and analysis skills for accessing and interpreting relevant information
- organisational skills, including the ability to plan and sequence work

Required knowledge

- industry sector compliance requirements
- interpretation of applicable ratings
- organisation and departmental policy, procedures and authorities and industry sector policy wording
- organisation IT and communication systems
- relevant legislation

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: • interpret and comply with relevant legislation and regulations • identify non-routine aspects and clarify the customers' request • determine organisation approach to complex and non-routine aspects of the request • determine correct premium and issue insurance contract.
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>Non-routine and complex</i> may include:	• complex transactions with a range of uncertain variables • cross border implications • difficult and hard to place risks • grouped employers • GST and other tax implications • oversupply of capital • predecessor organisation rule • referral risks • risks outside authority levels • technology risks.
<i>Specialists</i> may include:	• experts on endorsement and exclusions • insurance brokers • legal interpretation of legislation • policy drafters.
<i>Relevant parameters</i> may include:	• legislation, guidelines and instructions • organisation policy and procedures • premium and rate assessments • underwriter's terms and conditions.
<i>Risk information</i> may include:	• claims records and data • formal risk survey • organisation history.
<i>Documentation</i> includes:	• amendments • cover notes • endorsements • exclusions • extensions • policy schedules • premium calculations • survey results.
<i>Legislative requirements</i> may include:	• codes of practice • compulsory third party motor accident insurance legislation, regulations and guidelines

RANGE STATEMENT

	• Insurance (Agents and Brokers) Act • Insurance Contracts Act • Trade Practices Act • workers compensation insurance legislation, regulations and guidelines.
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Unit Sector(s)

Unit sector	Insurance services
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		