



Australian Government

Department of Education, Employment and Workplace Relations

FNSISV516A Allocate authorities and guidelines for distribution

Revision Number: 1

FNSISV516A Allocate authorities and guidelines for distribution

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to determine and allocate distribution authorities and guidelines. It encompasses application of criteria for selection of distribution authorities, reaching agreement, monitoring performance and evaluating the effectiveness of the agreement. 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 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	

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. Provide feedback on and/or confirm authorities and guidelines	1.1. Draft authorities and guidelines are read and interpreted 1.2. Practical application of authorities and guidelines are identified through market testing to determine the need for variance 1.3. The final form of the authorities and guidelines are negotiated with relevant parties to ensure they accommodate variations in workplace requirements and are within organisation policy and procedures 1.4. Authorised authorities and guidelines are obtained and confirmed in writing
2. Determine allocation of authorities and guidelines	2.1. Criteria to be used as a basis for allocation are determined 2.2. Allocation is consistent with existing or updated distribution agreements 2.3. Allocations are determined within industry code of practice and relevant legislative requirements 2.4. Allocation enables the achievement of the desired result in accordance with the business plan
3. Negotiate variations to allocated authorities and guidelines	3.1. Variations are negotiated where the opportunities to maximise or adjust business returns are identified 3.2. Negotiation is based on all relevant information 3.3. Outcome of negotiation is accepted by the parties
4. Allocate authorities and guidelines	4.1. Allocations are advised in writing in a clear, concise and timely manner 4.2. Training is provided as appropriate and its effectiveness assessed 4.3. Allocation of authorities and guidelines are recorded promptly and accurately to ensure records are current 4.4. Understanding of authorities and guidelines is verified and recorded where appropriate 4.5. Variations to authorities and guidelines are updated in accordance with organisation policy to ensure currency of operational procedures 4.6. Implementation procedures are undertaken within relevant industry code of practice and legislative requirements
5. Monitor and review authorities and guidelines	5.1. Submissions received are checked for compliance with authorities and guidelines

ELEMENT	PERFORMANCE CRITERIA
compliance	5.2. Business trends and compliance variations are monitored to determine the effectiveness of authorities and guidelines 5.3. Non-compliance with authorities and guidelines is rectified promptly to maintain business plan objectives
6. Evaluate effectiveness of authorities and guidelines	6.1. Market trends are identified to ensure evaluation is based on reliable information 6.2. Trends are assessed to quantify the impact on expected business 6.3. Allocations are revised in accordance with changes to code of practice, legislative and organisation policy requirements

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:
 - 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

- organisation and industry products and services
- organisation distribution requirements and channels
- organisation income and expenditure forecasting
- organisation marketing, administration, systems, performance measures and training needs
- organisation resources and budgeting
- regulatory and legislative framework

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:

- accurately apply the criteria for selection of distribution authorities
- monitor and evaluate the effectiveness of the distribution authorities based on the organisation's policies.

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.

Authorities may include:	• hazard/risk limits • monetary limits.
Guidelines may include:	• conditions of business • criteria and requirements • rules for acceptance.
Variance may include:	• authority levels • product delivery method to underwriter • type of hazards/risk • underwriting procedures.
Allocation criteria may include:	• business arrangements • focus of market • level of expertise • quality of similar existing business • relationship marketing • volume of business.
Distribution agreements may include:	• agency agreements • binder agreements • broker agreements • underwriting agreements.
Legislative requirements may include:	• anti-discrimination legislation • Australian Accounting Standards • Australian Prudential Regulation Authority (APRA) • business names legislation • Consumer Credit Code • Corporations Act (including Accounting Standards) • Electronic Funds Transfer (EFT) Code of Conduct • Finance Code • Financial Services Reform Act (FSRA) • Financial Transaction Reports Act • industry codes of practice • Insurance (Agents and Brokers) Act

RANGE STATEMENT	
	• Insurance Contracts Act • legislation covering competition, prudential regulation • occupational health and safety (OHS) legislation • Privacy Act • taxation law • Trade Practices Act.
Variations may be:	• negotiated with members of the distribution channel (both internal and external) to agreed authorities and guidelines.

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		