

# GIBF41-15 General Insurance Business Fundamentals Unit

## BACKGROUND

As a component of Certificate IV in General Insurance, you should be able to apply appropriate business skills when working in an office environment.

This unit cover the following skills, which are regarded as essential in an office environment:

1. Apply principles of professional practice to work in the financial services industry (FNSINC401).
2. Lead effective workplace relationships (BSBLDR402).
3. Contribute to health and safety of self and others (BSBWHS201).

Students need to be able to interpret and apply procedures to deal with situations as they occur in the workplace.

## INSTRUCTIONS TO WORKPLACE OBSERVER

Once students have successfully completed the online course component they need to undertake *three* successful workplace observations to demonstrate they have acquired the appropriate skills.

1. The workplace observer should be a supervisor or manager with experience and/or knowledge in the skills/competencies/tasks being assessed.
2. You will negotiate a suitable date, time and venue for a client interaction, including you as the nominated workplace observer.
3. If applicable, request the client's permission before this observation takes place.
4. You will need to email, post or fax the completed and signed workplace observation checklist to ANZIIF within six (6) weeks following the student's completion of the online component of this course.

## TO BE COMPLETED BY THE WORKPLACE OBSERVER

STUDENT NAME	
STUDENT MASTER ID	
STUDENT UNIQUE STUDENT IDENTIFIER (USI)	
WORKPLACE OBSERVER NAME	
WORKPLACE OBSERVER JOB TITLE	
WORKPLACE OBSERVER EMAIL ADDRESS	
DATE	
ORGANISATION NAME	

QUESTIONS FOR THE WORKPLACE OBSERVER	YES	NO
Do you understand the purpose of this assessment?		
Are you willing to be contacted should further verification be required?		
Are you a supervisor or manager with experience and /or knowledge in the skills /competencies / tasks being assessed?		

Please record the date of each observation and place a check mark in each appropriate cell to indicate the student has successfully performed the listed tasks to the required standard.

**Note:** You must record *three* successful observations to satisfy the requirement that the student performs these tasks on a consistent basis.

DOES THE STUDENT PERFORM THE FOLLOWING TASKS TO THE REQUIRED STANDARD ON A CONSISTENT BASIS? (REFER TO APPENDIX A)	SUCCESSFUL OBSERVATIONS		
	OBSERVATION 1 DATE	OBSERVATION 2 DATE	OBSERVATION 3 DATE
	/ /	/ /	/ /
<b>FNSINC401 – APPLY PRINCIPLES OF PROFESSIONAL PRACTICE TO WORK IN THE FINANCIAL SERVICES INDUSTRY</b>			
Identify the scope, sectors and responsibilities of the industry			
Identify and apply financial services industry guidelines, procedures and legislation			
Identify sustainability issues			
Manage information			
Participate in and facilitate work team activities			
Plan work to be completed			
Develop and maintain personal competency			
<b>BSBLDR402 – LEAD EFFECTIVE WORKPLACE RELATIONSHIPS</b>			
Collect, analyse and communicate information and ideas			
Develop trust and confidence as a leader			
Develop and maintain networks and relationships			
Manage difficulties into positive outcomes			
<b>BSBWHS201 – CONTRIBUTE TO HEALTH AND SAFETY OF SELF AND OTHERS</b>			
Work safely			
Implement workplace safety requirements			
Participate in WHS consultative processes			

EMPLOYABILITY SKILLS	YES	NO
Performs job tasks to industry standards		
Manages job tasks effectively		
Implements safe working practices		
Solves problems on-the-job		
Works well with others		
Adapts to new tasks		
Copes with unusual or non-routine situations		

## TERMS OF ACCEPTANCE AND SIGNATURE

OBSERVER'S NAME	
STUDENT'S NAME	

I, the workplace observer for this workplace observation checklist, warrant the truthfulness of the information provided. I have conducted this observation/role play in accordance with ANZIIF's guidelines.

**ELECTRONIC SIGNATURE** \_\_\_\_\_

**FIRST AND LAST NAME** \_\_\_\_\_

I understand that checking this box constitutes a legal signature confirming that I acknowledge and agree to the above Terms of Acceptance.

## NEXT STEPS

Please forward this completed form within six (6) weeks of the student's completion of the online course component by email, post or fax.

**EMAIL** WPO@anziif.com

**POST** Assessment Department, Level 7, 628 Bourke Street, Melbourne, Victoria 3000, Australia.

**FAX** +61 3 9642 4166

Your completed WPO will be processed within 2 weeks of being received and an outcome will be emailed to the sender.

For any further enquiries, please contact our Customer Service Team on **+61 3) 9613 7280**.

# APPENDIX A: OBSERVATION CHECKLIST

Ensure you observe the following performance criteria when undertaking your observation.

**Note:** You do not need to submit this appendix as it is only a reference guide.

## FNSINC401

### APPLY PRINCIPLES OF PROFESSIONAL PRACTICE TO WORK IN THE FINANCIAL SERVICES INDUSTRY

IDENTIFY THE SCOPE, SECTORS AND RESPONSIBILITIES OF THE INDUSTRY	OBSERVATION		
	1	2	3
Identify and consider external forces impacting on financial services industry while carrying out activities			
Identify main sectors of financial services industry and interrelationship between sectors in carrying out activities			
Identify roles and responsibilities of other participants in financial services industry in carrying out activities			

IDENTIFY AND APPLY FINANCIAL SERVICES INDUSTRY GUIDELINES, PROCEDURES AND LEGISLATION	OBSERVATION		
	1	2	3
Collect, apply and analyse information on relevant legislation, regulations and codes of practice as applied to financial services industry			
Clarify own work practice and regularly refine in light of relevant legislation, regulations and codes of practice, and organisational policy, guidelines and procedures			
Apply relevant codes of practice in an ethical approach to workplace practice and decisions			

IDENTIFY SUSTAINABILITY ISSUES	OBSERVATION		
	1	2	3
Obtain and analyse information on sustainability policies, strategies and impacts on industry from a range of sources			
Identify and promote environmental sustainability as an integral part of business planning and business opportunity			
Incorporate and support triple bottom line principles in work planning			

MANAGE INFORMATION	OBSERVATION		
	1	2	3
Read and discuss with appropriate persons relevant documents and reports that could impact on work effectiveness and compliance			
Analyse, evaluate and check documents, reports, data and numerical calculations to meet customer and organisational requirements			
Present information in format appropriate for audience			

PARTICIPATE IN AND FACILITATE WORK TEAM ACTIVITIES	OBSERVATION		
	1	2	3
Provide feedback to team members to encourage, value and reward individual and team efforts, and contributions			
Actively encourage team members to participate in and take responsibility for team activities and communication processes			
Support team to identify and resolve problems which impede its performance			
Ensure own work serves as role model for others and enhances organisation's image and financial services industry			

PLAN WORK TO BE COMPLETED	OBSERVATION		
	1	2	3
Determine tasks to be done and identify relevant conditions to work autonomously or in team environment			
Plan work to manage resources, time and priorities			
Contribute to organisational planning process as required to achieve service improvement			
Adapt to changes in technology and work organisation in timely manner			

DEVELOP AND MAINTAIN PERSONAL COMPETENCY	OBSERVATION		
	1	2	3
Identify and review personal professional development needs and goals on regular basis			
Clarify and comply with competency, authorisation and licensing requirements			
Seek professional development opportunities that reflect needs and goals in agreed timeframe			

## BSBLDR401

### LEAD EFFECTIVE WORKPLACE RELATIONSHIPS

COLLECT, ANALYSE AND COMMUNICATE INFORMATION AND IDEAS	OBSERVATION		
	1	2	3
Collect relevant information from appropriate sources and analyse and share with the work team to improve work performance			
Communicate ideas and information in a manner which is appropriate and sensitive to the cultural and social diversity of the audience and any specific needs			
Lead consultation processes to encourage employees to contribute to issues related to their work, and promptly relay feedback to the work team in regard to outcomes			
Seek and value contributions from internal and external sources in developing and refining new ideas and approaches			
Implement processes to ensure that issues raised are resolved promptly or referred to relevant personnel as required			

DEVELOP TRUST AND CONFIDENCE AS A LEADER	OBSERVATION		
	1	2	3
Treat all internal and external contacts with integrity, respect and empathy			
Use the organisation's social, ethical and business standards to develop and maintain effective relationships			
Gain and maintain the trust and confidence of colleagues, customers and suppliers through competent performance			
Adjust interpersonal styles and methods to meet organisation's social and cultural environment			
Lead and encourage other members of the work team to follow examples set, according to organisation's policies and procedures			

DEVELOP AND MAINTAIN NETWORKS AND RELATIONSHIPS	OBSERVATION		
	1	2	3
Use networks to identify and build relationships			
Use networks and other work relationships to provide identifiable benefits for the team and organisation			

MANAGE DIFFICULTIES INTO POSITIVE OUTCOMES	OBSERVATION		
	1	2	3
Identify and analyse difficulties, and take action to rectify the situation within the requirements of the organisation and relevant legislation			
Guide and support colleagues to resolve work difficulties			
Regularly review and improve workplace outcomes in consultation with relevant personnel			
Manage poor work performance within the organisation's processes			
Manage conflict constructively within the organisation's processes			

## BSBWHS201

### CONTRIBUTE TO HEALTH AND SAFETY OF SELF AND OTHERS

WORK SAFELY	OBSERVATION		
	1	2	3
Follow established safety procedures when conducting work			
Carry out pre-start systems and equipment checks in accordance with workplace procedures			

IMPLEMENT WORKPLACE SAFETY REQUIREMENTS	OBSERVATION		
	1	2	3
Identify designated persons for reporting queries and concerns about safety in the workplace			
Identify existing and potential hazards in the workplace, report them to designated persons and record them in accordance with workplace procedures			
Identify and implement WHS procedures and work instructions			
Identify and report emergency incidents and injuries to designated persons according to workplace procedures			
Identify WHS duty holders and their duties for own work area			

PARTICIPATE IN OHS CONSULTATIVE PROCESSES	OBSERVATION		
	1	2	3
Contribute to workplace meetings, inspections or other WHS consultative activities			
Raise WHS issues with designated persons according to organisational procedures			
Take actions to eliminate workplace hazards and reduce risks			