



Australian Government

**Assessment Requirements for FNSIBK414
Provide a claims service to insurance
broking clients**

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- provide a claims service to at least two different insurance broking clients.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative compliance requirements and codes of practice relating to adviser dealing with client claims
- organisational policies and procedures, including for:
 - establishing client insurance requirements and covers
 - notifying insurer of claims-related information
 - assisting client in completing required documentation and declarations
 - using brokerage claims systems and procedures
 - finalising client documentation and declarations
 - engaging external service providers
 - remitting funds
- responsibilities of adviser in claims process
- processes for analysing insurance contract terms and conditions in relation to claims process and administering claims
- key components of broking claim systems and claim documentation
- common terms and conditions in brokerage insurance policies.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational equipment, technology, software and consumables
- organisational records
- organisational policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>