



**Australian Government**

# **Assessment Requirements for FNSILF405 Evaluate life insurance claims**

**Release: 1**

# Assessment Requirements for FNSILF405 Evaluate life insurance claims

## Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

## Performance Evidence

Evidence of the ability to:

- check and evaluate claims to identify exclusions and possible unresolved complexities
- make payment recommendations in accordance with relevant procedures and regulatory requirements
- effectively communicate outcomes to relevant parties and update records accurately.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

## Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline life insurance administrative requirements and organisational procedures relating to life insurance claims evaluation and processing
- explain life insurance policy payment criteria
- outline life insurance policy terms and conditions
- explain organisational systems for data entry and filing
- describe product information
- outline relevant regulatory requirements relating to life insurance claims evaluation.

## Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the life insurance field of work and include access to:

- office equipment, technology, software and consumables
- organisational records, policy and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

## **Links**

Companion Volume implementation guides are found in VETNet -

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