



Australian Government

Assessment Requirements for FNSILF506 Manage group life insurance claims

Release: 1

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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:

- manage group life insurance claims by:
 - checking information for eligibility and collecting required information
 - assessing group life insurance claims
 - determining entitlements and paying benefits in accordance with relevant procedures and in line with regulatory requirements.

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:

- describe the different types of group life insurance products
- explain key features of group life insurance policy terms and conditions
- explain key processes associated with management of group life schemes
- outline key features of group life insurance administrative requirements and organisational procedures including:
 - dispute resolution procedures
 - insurance claims investigation
- describe organisational guidelines relating to automatic acceptance under group life insurance policies
- explain the practices associated with disability claims in group life insurance
- explain ethical standards and current practice applicable to group life insurance management
- outline the principles of procedural fairness
- describe key relevant regulatory and legislative requirements
- outline the role and function of stakeholders and information sources.

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>