Australian Government

Assessment Requirements for FNSISV405 Analyse 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:

- collect and organise sufficient information in an ordered format for processing the claim
- effectively analyse and make decisions on the validity of the claim and refer to others where criteria is not met
- communicate with the client and others as appropriate
- accurately record, document and file all aspects of the claim
- interpret and comply with industry and organisational obligations and objectives
- assess any liabilities resulting from a claim that is beyond the insurance cover.

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:

- explain the importance of wording of insurance policies in keeping with the organisation or industry sector
- identify key compliance requirements of relevant industry legislation and regulatory guidelines
- outline key features of organisational information technology and communications systems relevant to analysing insurance claims
- outline organisational policy, procedures, underwriting guidelines and levels of authority
- describe relevant organisational products that relate to insurance claims.

Assessment Conditions

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

- organisational records
- organisational policy, procedures, legislation and regulations as they relate to contracts of insurance
- a range of common technology and software.

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

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