



**Australian Government**

**Assessment Requirements for FNSISV416  
Use specialist terminology in insurance  
claims**

**Release: 1**

# Assessment Requirements for FNSISV416 Use specialist terminology in insurance claims

## Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

## 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:

- accurately interpret at least two different instructions containing commonly used specialist terminology and abbreviations – at least one instruction being written and at least one oral
- use appropriate specialist terminology in at least three different insurance claims
- explain specialist terminology and process to at least one external stakeholder in simple, non-specialist language, ensuring that non-disclosable information remains confidential.

In the course of the above, the candidate must:

- access an appropriate person or source of information to clarify instructions or to locate missing information at least once
- conduct work according to legislative requirements, organisational policies and procedures, and ethical codes of conduct.

## 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 and regulatory requirements and industry sector codes of conduct relating to insurance claims, including confidentiality, privacy and compliance
- policy coverage and/or requirements and procedures relating to communication and the release of information, security and confidentiality
- organisational policies and procedures relating to interpreting instructions relating to insurance claims and completing claims-related tasks required of own role
- underwriting and claims guidelines and levels of authority
- legal, financial and ethical consequences of misusing terminology used in specialist insurance products

- importance of wording of insurance policies in keeping with own organisation or industry sector
- types and categories of specialist insurance policies
- meaning of specialist terminology and abbreviations, including:
  - abbreviations for commonly used specialist terms and associated processes relevant to own work role
  - commonly used legal terminology in insurance:
    - insurance law
    - appropriate use of legal terminology in own area of responsibility in an insurance context
    - legal process as it relates to insurance and/or legal claims proceedings
  - commonly used medical insurance terminology relating to medical conditions
- features and format of insurance claim documentation required in own work role.

## 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 insurance claims and records
- organisational policies and procedures, legislation and regulations relating to insurance claims
- organisational equipment, technology, software and consumables.

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>