



Australian Government

Assessment Requirements for FNSISV506 Investigate 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:

- use appropriate investigation methodologies and maintain accurate records
- comply with relevant legislation and regulatory requirements in investigating a claim
- produce complete and accurate investigation reports
- provide detailed scoping for investigating insurance claims including in-scope and out-of-scope areas
- develop options to resolve issues or problems that have the potential to impact on work outcomes during investigations.

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 key requirements of industry sector legal obligations and organisational procedures in relation to investigating claims
- describe and implement appropriate investigation methods including:
 - interviews
 - surveillance
 - internet research
 - document authentication
 - observation
- identify key features of relevant legislation, regulatory guidelines and industry sector codes of practice as they apply to:
 - insurance contracts
 - consumer protection

- privacy
- insurance investigation
- explain the importance of report writing conventions in insurance investigations.

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>