



Australian Government

Assessment Requirements for FNSPIM301 Process benefit payments

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:

- process and finalise benefit or claim payments following organisational policy and procedures and regulatory requirements, including:
 - access and process payment information
 - enter data in the correct format in the data management system
 - ensure organisational timeframes are met
 - maintain appropriate records.

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 details of organisational payment types and claims classifications, including a knowledge of codes for entering data
- describe the key features and relevance to processing benefit payments of:
 - appropriate legislation and industry regulations
 - relevant codes of practice
 - organisational operating procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the personal injury management 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>