Assessment Requirements for FNSSUP502 Supervise insurer liaison

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 risk profiling techniques
- implement trustee instructions
- develop and maintain documentation systems for insurance claims
- identify, source and interpret required information to process benefits for lump sum payments, death claims and disablement claims.

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 key features of organisational policy, objectives and guidelines relating to insurance arrangements and performance measures
- describe procedures for:
    - calculating and processing benefits
    - assessing insurance claims, and calculating and processing benefit payments
- outline documentation requirements for processing death and disability payments
- explain how regulations and legislation apply to payments
- describe the key steps in the internal, Superannuation Complaints Tribunal (SCT) and other external complaints processes
- identify compliance responsibilities for claims processing
- outline the key steps in tendering processes
- describe the organisation's risk management strategies.

Assessment Conditions

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

- common office equipment, technology, software and consumables
- organisational financial records
- organisational 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