Assessment Requirements for FNSSUP512 Manage insurer liaison within a superannuation organisation

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

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:

- manage insurer liaison on at least three occasions.

In the course of the above, the candidate must:

- maintain documentation systems for insurance claims
- identify, source and interpret required information to process benefits for lump sum payments, death claims and disablement claims.

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:

- organisational policies, procedures, objectives and guidelines relating to insurance arrangements and performance measures, including for:
  - calculating and processing benefits
  - assessing insurance claims, and calculating and processing benefit payments
  - documentation requirements for processing death and disability payments
  - applying regulations and legislation to payments
- key steps in internal and external complaints processes in superannuation
- compliance responsibilities for claims processing
- tendering processes
- organisation's risk management strategies.

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 equipment, technology, software and consumables
- organisational policies and procedures.

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