



Australian Government

FNSSUP512 Manage insurer liaison within a superannuation organisation

Release: 1

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Modification History

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

Application

This unit describes the skills and knowledge required to manage liaison with insurance bodies. It involves establishing insurer liaison, supervising the claim procedures, managing complex claims and managing risk.

The unit applies to those working in superannuation organisations who use analytical skills and systematic approaches to liaise with insurance bodies and oversee specific organisational processes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Superannuation

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Establish insurer liaison | 1.1 Identify organisational procedures for insurance arrangements 1.2 Determine insurance performance measures 1.3 Establish contact with insurer and maintain liaison 1.4 Determine insurance premium payment details 1.5 Establish procedures for processing claims 1.6 Obtain paperwork required to undertake insurer liaison activities 1.7 Provide insurer with information to maintain member records |
| 2. Manage risk | 2.1 Assess risk profile of member with insurer 2.2 Undertake procedures to reduce risk according to organisational |

| ELEMENT | PERFORMANCE CRITERIA |
|------------------------------------|--|
| | <p>policies and procedures</p> <p>2.3 Assess claims documentation and generate reports for trustee</p> <p>2.4 Implement trustee decisions on claims and risk management procedures</p> |
| 3. Supervise claim procedures | <p>3.1 Monitor performance requirements for insurer</p> <p>3.2 Provide insurer with information as required to process claims</p> <p>3.3 Refer disputed claims to complaints procedure</p> |
| 4. Manage complex insurance claims | <p>4.1 Gather documentation for complex claims and prepare for insurer</p> <p>4.2 Check claim applications against relevant terms in trust deed</p> <p>4.3 Incorporate claim beneficiaries into claims processing procedure</p> <p>4.4 Compile claim correspondence according to conditions identified in trust deed, relevant legislation and organisational policies and procedures</p> <p>4.5 Forward claim correspondence to insurer</p> |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

| SKILL | DESCRIPTION |
|--------------------|---|
| Numeracy | <ul style="list-style-type: none"> Applies mathematical problem-solving techniques to analyse and assess numerical and financial data, and to process claims |
| Oral communication | <ul style="list-style-type: none"> Uses active listening and questioning techniques to negotiate outcomes, and to convey and clarify information in verbal exchanges |
| Reading | <ul style="list-style-type: none"> Sources and consolidates complex information and data from a range of sources Thoroughly analyses information and data against defined criteria, conditions and requirements |
| Writing | <ul style="list-style-type: none"> Logically records and manages information using correct organisational formats and systems Prepares documentation using clear language, concepts and terminology appropriate to audience and purpose |
| Problem solving | <ul style="list-style-type: none"> Accepts responsibility for addressing less predictable problems and applies problem-solving processes to determine a solution Makes critical decisions effectively in complex situations, taking into consideration a range of variables, including the outcomes of previous decisions |

| SKILL | DESCRIPTION |
|-----------------|--|
| | <ul style="list-style-type: none">Identifies and resolves key business issues, processes and practices that may have legal implications |
| Self-management | <ul style="list-style-type: none">Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectivenessTakes responsibility for following policies, procedures and legislative requirements, and identifies organisational implications of new legislation or regulations |
| Teamwork | <ul style="list-style-type: none">Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationshipsUses collaboration techniques to share information conducive to a productive environment |
| Technology | <ul style="list-style-type: none">Uses digitally based technologies to enter, access or update information to achieve required outcomes |

Unit Mapping Information

Supersedes and is equivalent to FNSSUP502 Supervise insurer liaison.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>