



Australian Government

Assessment Requirements for FNSIBK512 Negotiate complex claims settlement for insurance broking client

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:

- review and analyse the insurance cover to determine insured and non-insured items
- prepare advice and recommendations for clients based on analysis of the insurance cover and claims made
- negotiate with the insurer to obtain the optimum outcome for the client
- document the insurer's settlement offer, including recommendations for client review and acceptance, and obtain client response.

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:

- provide a detailed analysis of the roles and responsibility of the broker in the process of negotiating a complex claim
- outline a plan to manage the claim's process on behalf of the client through application of the insurance broking systems and procedures, and a thorough understanding of the underwriter's claims process
- explain how the key features of insurance contract terms and conditions are evaluated to enable the claim's negotiation to be planned effectively
- explain the application of communication strategies to advise clients throughout the negotiation process, including explaining the roles of underwriters and loss adjusters in the claims process
- explain the application of relevant legislation and industry compliance requirements that impact on the client's rights and obligations.

Assessment Conditions

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

- common office equipment, technology, software and consumables
- organisational 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>