



Australian Government

Assessment Requirements for FNSIBK522 Negotiate complex claims settlement for insurance broking clients

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.

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:

- negotiate complex claims settlements for at least two different insurance broking clients.

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:

- legislative and industry compliance requirements that impact client rights and obligations when negotiating complex claims
- organisational policies and procedures relating to negotiating complex claims settlement for insurance broking clients, including for managing the claims process on behalf of clients and:
 - obtaining client responses to settlement offers
 - using insurance broking systems and procedures
- features of insurance contract terms and conditions
- roles and responsibilities of broker in negotiating complex claims
- key aspects of underwriter's claims dispute resolution process
- techniques to interpret and analyse client's needs, including key trends of client's business environment
- processes for preparing grounds for negotiation and for negotiating complex insurance claims
- communication strategies to advise clients throughout negotiation process
- insurance fundamentals and methods to interpret, comprehend and apply policy wording.

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 records
- 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>