



Australian Government

Assessment Requirements for FNSILF407 Settle life insurance claims

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:

- perform claims settlement tasks in accordance with relevant procedures and regulatory requirements including:
 - checking claims settlement advice against claims to identify and resolve variations
 - calculating benefits
 - communicating settlement details
 - updating documentation.

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:

- outline life insurance administrative requirements relating to life insurance claims settlement
- explain life insurance policy payment criteria
- outline key features of life insurance policy terms and conditions, and claims settlement
- outline organisational procedures relating to life insurance claims processing and settlement
- explain organisational systems for data entry and filing
- outline the various types of life insurance policies
- outline relevant regulatory requirements relating to life insurance claims settlement
- outline the various stakeholders in the life insurance claims process.

Assessment Conditions

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

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