



Australian Government

Assessment Requirements for FNSILF416 Manage information for claims assessments

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 7.0. Supersedes and is not equivalent to FNSILF406 Collect and manage information to facilitate claims assessment. Minor changes to title, application, elements and foundation skills. Significant rewording of performance criteria. Performance evidence and knowledge evidence updated to clarify intent.

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:

- collect and manage information for at least two different life insurance claims.

In the course of the above, the candidate must:

- gather information in a format suitable to facilitate assessment of 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 and procedures relating to managing information required for life insurance claims assessments, including:
 - methods for escalating issues that arise during management of information
- legislative and regulatory requirements, code of ethics and code of professional practice relating to life insurance claims assessments
- key types of:
 - life insurance policies
 - products and product information
 - data collection methods, and rationale and sources used in requesting additional information

- information to be obtained in managing life insurance claims
- key aspects of life insurance policies and claims, including:
 - payment criteria
 - terms and conditions
- organisational systems used for data entry and filing and storage
- key aspects of claims process that may require detailed investigations
- impact of timing of requests for information on life insurance claims assessments.

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:

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