



Australian Government

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.

Application

This unit describes the skills and knowledge required to request, collect and manage information needed to verify life insurance claims.

The unit applies to individuals who use specialised knowledge and organisational skills to manage information used to assess claims in life insurance organisations.

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

Unit Sector

Life insurance

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. Determine information needs relating to life insurance claim	1.1 Identify information required to make initial and ongoing eligibility decisions pertaining to life insurance policy 1.2 Review current information in claim file against life insurance policy terms and conditions 1.3 Identify additional information and investigation required to determine eligibility 1.4 Document rationale for additional information required

ELEMENT	PERFORMANCE CRITERIA
	according to organisational policies and procedures
2. Plan information collection	2.1 Identify sources required to obtain identified required information 2.2 Identify method required to collect information according to customer needs and organisational policies and procedures
3. Collect and store information	3.1 Collect information from required sources according to organisational policies and procedures 3.2 Manage information according to code of ethics and legislative and regulatory requirements 3.3 Identify issues requiring escalation and consult organisational personnel as required, according to organisational policies and procedures 3.4 Summarise information obtained and store according to organisational policies and procedures

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	Interprets numerical information according to organisational policies and procedures
Oral communication	- Uses active listening and questioning techniques to extract relevant information and confirm understanding - Selects and uses required communication conventions and protocols to liaise with others
Reading	Gathers, analyses and interprets simple to complex information from a range of sources
Writing	Produces texts of varying complexity using technical and industry language, grammar and logical sequencing to convey and record information
Planning and organising	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effectiveness - Systematically gathers and analyses required information
Problem solving	Evaluates options to inform decisions about collection methods
Self-management	Follows legislative and regulatory requirements; organisational policies and procedures; and code of ethics

Skill	Description
Technology	• Uses key features and functions of digital tools to complete work tasks

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSILF406 Collect and manage information to facilitate claims assessment.

Links

Companion Volume Implementation Guide is found on VETNet - -

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

Assessment Requirements for FNSILF416 Manage information for claims assessments

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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.

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