



Australian Government

Assessment Requirements for FNSILF515 Manage ongoing disability claims

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 FNSILF505 Manage ongoing disability claims. Significant rewording of elements and performance criteria. Minor changes to foundation skills descriptions. 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:

- manage at least two different ongoing disability claims, including at least one claim that includes changes in claimant's situation.

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, and legislative, regulatory and code of ethics requirements relating to managing ongoing disability claims
- disability guidelines relating to ongoing disability life insurance claims
- key features of life insurance policy terms, conditions, and payment criteria
- key medical and disability terminology to interpret specialist reports and information
- key method and criteria for determining continuity of income-stream benefits
- insurance claims investigation procedures and practices
- key features of:
 - risks associated with ongoing disability insurance claims
 - benefit structures based on the nature of disability claims
 - claimant submissions
- role of key medical specialists and other stakeholders consulted in relation to ongoing disability claims
- organisational systems used to manage, file and close ongoing disability claims.

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>