



**Australian Government**

# **Assessment Requirements for FNSILF516 Manage group life insurance claims**

**Release: 1**

# Assessment Requirements for FNSILF516 Manage group life insurance claims

## Modification History

| Release   | Comments                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Release 1 | <p>This version first released with FNS Financial Services Training Package Version 7.0.</p> <p>Supersedes and is not equivalent to FNSILF506 Manage group life insurance claims.</p> <p>Minor change to elements. Significant rewording of performance criteria. Minor changes to foundation skills descriptions. Performance evidence and knowledge evidence updated to clarify intent.</p> |

## 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 group life insurance claims, one of which must include a disability claim.

In the course of the above, the candidate must:

- evaluate opportunity for rehabilitation when managing disability claim.

## 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 regulatory requirements relating to group life insurance claims
- types and key features of group life insurance products, and policy terms and conditions
- administrative requirements and organisational policies and procedures relating to group life insurance claims, including those relating to:
  - dispute resolution
  - insurance claims investigations
- organisational guidelines relating to automatic acceptance under group life insurance policies
- implications of claimant non-compliance with group life insurance disclosures

- practices associated with disability claims in group life insurance
- key processes and guidelines for determining benefit payable
- code of professional practice and code of ethics applicable to group life insurance management
- principles of procedural fairness
- key stakeholders and information sources relating to managing group life insurance 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>