



Australian Government

Assessment Requirements for FNSISV306 Receive and record or register a claim

Release: 1

Assessment Requirements for FNSISV306 Receive and record or register a claim

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:

- obtain claim information from customer and check details
- record claims following relevant organisational operating procedures, legislative requirements and industry codes of practice
- prepare claim costing and confirm its compliance with policies and procedures
- complete documentation and data entry, ensuring accuracy, attention to detail and thorough checking
- communicate outcome of claims with customer and others as appropriate
- record and file relevant documentation and information.

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:

- explain the information technology and communications systems used in processing insurance claims
- explain the wording of insurance policies in terms of organisational and departmental policy, procedures and authorities
- explain the purpose, principles and methods of filing documentation
- identify and describe the organisation's insurance products available to customers, including any conditions and terms of reinsurance
- outline relevant legislation, regulations, organisational policy and procedures for underwriting and levels of authority
- explain the basics of reinsurance with respect to claims.

Assessment Conditions

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

- organisational records
- organisational policy, procedures, legislation and regulations as they relate to contracts of insurance
- a range of common technology and software
- an appropriate work environment and conditions.

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>