



**Australian Government**

# **Assessment Requirements for FNSISV307 Follow organisation procedures to process claim**

**Release: 1**

## Assessment Requirements for FNSISV307 Follow organisation procedures to process 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:

- accurately process claims across a representative range of products, customers and conditions in accordance with legislation, regulations and organisational policy by:
  - receiving, recording and clarifying the claim information
  - making a determination on claim approval
  - notifying the customer of claim and payment outcomes
  - documenting and communicating outcomes to relevant parties.

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:

- state the accountability requirements of individuals involved with insurance claims and identify the level at which claims should be referred to senior staff
- explain the information technology and communications systems used for processing insurance claims
- outline key features of organisational policy and procedures, and legislation, regulation and codes of practice relating to processing insurance claims
- identify the rationale and principles of filing
- identify and describe the organisation's insurance products available to customers, including any conditions and terms for making 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>