



Australian Government

Assessment Requirements for FNSISV310 Process insurance claims payments

Release: 1

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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:

- identify, collate and organise information to document payments
- authorise payments within required parameters and timeframes
- accurately maintain and file documentation
- follow relevant legislation and organisational policies to ensure accuracy.

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:

- describe the key principles and practices relevant to making claims payments
- outline key features of relevant legislation, regulations, organisational operating procedures and codes of practice relating to processing claims
- outline key features of taxation laws relevant to processing insurance claims
- outline the conditions when reinsurers need to be informed in the claims process.

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.

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>