



Australian Government

Assessment Requirements for FNSISV407 Use medical terminology in an insurance context

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:

- accurately interpret and respond to instructions containing commonly used medical terminology and abbreviations
- use medical terminology appropriately in:
 - insurance contexts
 - simple language.

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:

- outline organisational policy, procedures and guidelines relevant to medical insurance terminology
- describe relevant organisational products that relate to medical insurance
- identify and describe relevant codes or compliance requirements that may refer to the medical insurance sector
- define what is meant by 'medical insurance terminology'
- explain procedures and practice in communicating medical terms in insurance
- outline ethical issues and good practice in communicating to clients about medical matters in insurance
- describe ways to maintain an up-to-date personal knowledge of medical terminology used in insurance contexts.

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>