



Australian Government

Assessment Requirements for FNSISV417 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 6.0.

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:

- use medical terminology in an insurance context on at least two different occasions.

In the course of the above, the candidate must:

- accurately interpret and respond to instructions containing commonly used medical terminology and abbreviations
- communicate appropriately by spelling and pronouncing medical terminology
- use simple language to communicate medical matters to clients.

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:

- organisational policies, procedures and guidelines relating to using medical insurance terminology in insurance-based communications with stakeholders
- commonly used medical terminology and abbreviations
- organisational products that relate to medical insurance and contain medical terminology
- codes or compliance requirements that relate to the medical insurance sector
- procedures and practices in communicating medical terms in insurance to a range of stakeholders
- ethical issues and good practice in communicating to clients about medical matters in insurance
- techniques for maintaining an up-to-date personal knowledge of medical terminology used in insurance contexts.

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:

- organisational insurance records
- organisational policies, procedures, and guidelines relating to insurance context in performance evidence
- organisational equipment, technology, software and consumables.

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>