



Australian Government

Assessment Requirements for FNSISV510 Manage non-routine and complex claims

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 the claims data to:
 - determine if validation is required
 - quantify the impact on the organisation
 - identify strategies to minimise impact
- examine the data and identify options for settlement
- communicate effectively with colleagues and clients to effectively negotiate an acceptable outcome to mutual benefit
- manage reporting requirements and documentation required to finalise a claim.

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, claims guidelines and levels of authority relevant to non-routine and complex claims
- describe the organisation's business objectives and alignments with managing non-routine and complex claims
- identify and explain key features of relevant legislation, regulatory guidelines and industry sector codes of practice as they apply to:
 - insurance contracts
 - privacy
 - insurance claims
- describe the roles, responsibilities and jurisdiction of specialists and other authorities who may contribute to resolving complex insurance claims

- outline types and categories of insurance policies and their trends that may be affected by complex claims
- identify payment projections for the product types to compare against expected claims payments.

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>