



Australian Government

Assessment Requirements for FNSISV512 Work with legal teams to resolve 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:

- formulate terms of reference and establish a legal team to undertake legal proceedings
- establish a portfolio of evidence and information on which the legal team can act
- liaise and negotiate requirements and scheduling with the personnel associated with legal proceedings
- contribute to the resolution process through mediation and negotiation
- prepare documentation as required for the legal proceedings and following the resolution
- interpret and apply organisational policy and procedures, and comply with legislation, regulations and industry codes of practice related to the resolution of complex claims
- oversee and coordinate the legal process associated with 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:

- explain the process of claims management
- outline contract and commercial law principles relevant to claims settlements
- describe and apply data analysis techniques and procedures
- identify and describe key features of relevant legislation, regulatory guidelines and industry sector codes of practice as they apply to legal proceedings
- explain loss adjusting principles and practice relevant to complex claims
- outline organisational policy, procedures, underwriting guidelines and levels of authority
- explain the importance of wording of insurance policies in keeping with organisational or insurance sector principles
- outline research methodologies and practices relevant to resolving complex claims
- outline risk prevention and loss minimisation methods and application

- describe the roles, responsibilities and jurisdiction of specialists and other authorities
- outline the principles of rules of evidence and information gathering, and the importance of accurate documentation for legal proceedings
- describe types and categories of insurance policies
- describe the key roles of legal teams and other stakeholders in assisting in resolving complex 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.

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>