



Australian Government

Assessment Requirements for FNSISV513 Provide decisions on legal liability and indemnity of a claim

Release: 1

Assessment Requirements for FNSISV513 Provide decisions on legal liability and indemnity of a claim

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:

- effectively establish and implement monitoring processes
- make decisions on legal liability and indemnity within given parameters
- advise clients of decisions in a timely manner
- initiate changes to policies and procedures to better support organisational goals
- document all aspects of the process
- apply organisational policy and procedures, and comply with legislation, regulations and industry codes of practice in the determination and provision of legal and indemnity advice 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 claims management process
- outline data analysis techniques and procedures
- identify and outline key features of relevant legislation, regulatory guidelines and industry sector codes of practice as they apply to legal liability and indemnity in insurance claims
- outline information technology and communications systems
- explain the principles and practice of loss adjustment
- outline key features of organisational policy, procedures, insurance guidelines and levels of authority
- outline and explain the importance of wording of insurance policies in keeping with the organisation or industry sector
- explain risk prevention and loss minimisation methods and application
- identify types and categories of insurance policies.

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>