



Australian Government

Assessment Requirements for FNSISV520 Manage non-routine and complex insurance claims

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

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:

- manage at least one non-routine and complex insurance claim.

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:

- legislative and regulatory requirements, guidelines and industry sector codes of practice as they apply to:
 - insurance contracts
 - Privacy Act
 - insurance claims
 - Collection of Monies
 - Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act
 - Australian consumer law
- organisational policies and procedures, and claims guidelines relating to managing non-routine and complex insurance claims, including protocols for partnering with external stakeholders
- implication of organisational policies and procedures on business objectives, including continuous improvement recommendations to policies and procedures
- key aspects of settlement options and statement of claims
- key aspects of legal processes in a national and international legal environment
- key negotiation methods to resolve issues and disputes
- insurance fundamentals and methods to interpret, comprehend and apply policy wording
- types and categories of insurance policies and insurance trends in non-routine and complex insurance claims.

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 records
- organisational policies and procedures, legislation and regulations as they relate to contracts of insurance
- common technology and software required to manage insurance claims.

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>