



Australian Government

Assessment Requirements for FNSISV522 Work with legal teams to resolve 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:

- work with a legal team during the resolution of at least two different insurance claims, where:
 - at least one claim is a non-routine insurance claim
 - at least one claim is a 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 requirements, regulatory guidelines, organisational policies and procedures, and industry sector codes of practice that apply to legal proceedings involving complex insurance claim resolution
- key features of claims management process
- contract and commercial law principles relevant to insurance claim settlements
- roles, responsibilities and jurisdiction of specialists and other authorities applicable to resolving complex insurance claims, including key roles of legal teams and other stakeholders, including medical personnel
- data analysis techniques and procedures
- loss adjusting principles and practices relevant to complex insurance claims
- underwriting guidelines and levels of authority relevant to insurance claim settlements
- insurance fundamentals and methods to interpret, comprehend and apply policy wording
- international and domestic legal systems relevant to resolving complex insurance claims
- fundamentals of mediation and negotiation activities related to complex insurance claims
- research methodologies and practices relevant to resolving complex insurance claims
- principles of managing matters before court in a cost efficient manner that focuses on beneficial outcomes for own organisation

- principles of rules of evidence and information gathering, including importance of accurate documentation for legal proceedings
- types and categories of insurance policies.

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, procedures, legislation and regulations as they relate to contracts of insurance
- common technology and software required to resolve 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>