



Australian Government

Assessment Requirements for FNSISV536 Investigate 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 6.0.

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:

- investigate at least three different insurance claims.

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:

- key requirements of industry sector legal obligations and organisational policies and procedures in relation to investigating claims
- key features of briefs provided by insurers to investigators, including:
 - facts of claim
 - insurer's instructions
 - outcomes required
- scoping required for investigating insurance claims, including in scope and out of scope areas
- fraud indicators related to claims
- key types of information required to make a logical case from an investigation
- appropriate investigation methods, including:
 - interviews
 - surveillance
 - research
 - document authentication
 - observation
- key features of legislative and regulatory requirements and industry sector codes of practice relating to:
 - insurance contracts
 - consumer protection

- privacy
- insurance investigation
- key aspects of report writing conventions in insurance investigations
- techniques to calculate and compare financial data and information.

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 relating to insurance
- organisational equipment, technology, software and consumables.

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>