



Australian Government

Assessment Requirements for FNSPIM408 Renew and maintain policy

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 following must be provided:

- interpret and comply with industry and organisational obligations and objectives, including relevant legislative requirements
- deal with questions relating to procedures of the business and policy renewal and maintenance issues that arise for clients
- effectively research organisational and industry data and information
- maintain accurate data on organisational information systems.

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:

- describe the key features of organisational and industry codes of practice relating to issuing policy documentation
- analyse and describe the key details of appropriate legislation, regulations, organisational operating procedures and codes of practice
- analyse and describe industry classification systems and insurance rates for personal injury insurance.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the personal injury management field of work and include access to:

- office equipment, technology, software and consumables
- organisational records, policy and procedures.

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>