



Australian Government

FNSSS00019 Life Insurance Claims Handling Skill Set

Release 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 7.0. Newly created skill set to address the life insurance industry's need for training in the specialised practice area of claims handling.

Description

This skill set addresses the skills and knowledge required to handle the receipt, processing, and ongoing management of claims in a life insurance context.

Pathways Information

The units provide credit towards FNS41521 Certificate IV in Life Insurance, FNS51820 Diploma of Financial Services and other qualifications that allow for selection of these units.

Licensing/Regulatory Information

Work functions in the occupational areas where this skill set is used may be subject to regulatory requirements. Relevant regulatory authorities should be consulted to confirm those requirements before applying the skill set.

Skill Set Requirements

FNSILF415 Evaluate life insurance claims

FNSILF416 Manage information for claims assessments

FNSILF417 Settle life insurance claims

FNSILF514 Manage complex life insurance claims

FNSISV418 Manage insurance claims portfolios

Target Group

This skill set is for individuals working in life insurance contexts who wish to specialise in life insurance claims handling.

Suggested words for Statement of Attainment

These units of competency from the FNS Financial Services Training Package meet industry requirements for claims handlers in life insurance contexts.