



Australian Government

Assessment Requirements for FNSSUP401 Process complex superannuation benefit or insurance claim

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 ability to:

- process complex superannuation or insurance claims in accordance with conditions contained in the trust deed and organisational requirements
- manage applications and claim errors
- identify, source and interpret required information to process benefits for lump sum payments, death claims and disablement claims
- calculate payments including taxation requirements as required
- assess and determine benefit entitlements for death and disablement claims using computer programs.

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 policy, objectives and procedures relating to processing complex superannuation benefit or insurance claims
- identify features and differences between payment types
- describe documentation requirements for processing death and disability payments
- outline the steps and procedures for:
 - assessing claims and calculating and processing payments
 - monitoring pension and annuity payments
- outline the taxation requirements for:
 - death
 - deductions for payments
 - income protection
 - total and permanent disablement benefits

- terminal illness benefit
- financial hardship payment.

Assessment Conditions

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

- common office equipment, technology, software and consumables
- organisational financial records
- organisational 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>