



**Australian Government**

# **FNSSUP407 Assess complex superannuation benefit or insurance claims**

**Release: 1**

# FNSSUP407 Assess complex superannuation benefit or insurance claims

## Modification History

| Release   | Comments                                                                              |
|-----------|---------------------------------------------------------------------------------------|
| Release 1 | This version first released with FNS Financial Services Training Package Version 1.0. |

## Application

This unit describes the skills and knowledge required to assess complex superannuation benefits and/or insurance claims. Conditions would include claims for death, total and permanent disability (TPD), income protection, terminal illness payment and situations of severe financial hardship.

It applies to individuals who use specialised industry knowledge and analytical skills to evaluate and process complex information and data following defined procedures.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

## Unit Sector

Superannuation

## Elements and Performance Criteria

| ELEMENT                                          | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                  |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                |
| 1. Review validity of request                    | 1.1 Review validity of request for payment against fund entitlements within operating guidelines, operational authorities and legislative guidelines<br>1.2 Undertake review in methodical manner, using suitable checklist or similar instruments to ensure accuracy |
| 2. Review documentation and evidence             | 2.1 Establish payment criteria to enable compliance to be determined within terms and conditions of trust, relevant legislation and operating guidelines                                                                                                              |

| ELEMENT                                           | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                   | 2.2 Obtain additional evidence where required from appropriate parties to confirm that request complies with fund's conditions of entitlement                                                                                                                                                                                                                                                  |
| 3. Determine entitlement and communicate decision | 3.1 Determine level of entitlement based on accurate and complete information<br>3.2 Determine entitlements within authority levels and obtain sign-off where required<br>3.3 Make decision on payment in accordance with trustee instruction, operating guidelines and relevant legislation<br>3.4 Communicate decision according to organisational policy and procedures to relevant parties |

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

| Skill                      | Performance Criteria    | Description                                                                                                                                                                                                                                |
|----------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading                    | 1.1, 1.2, 2.1, 2.2, 3.1 | <ul style="list-style-type: none"> <li>Researches and consolidates complex information and data from a range of sources</li> <li>Thoroughly analyses information and data against defined criteria, conditions and requirements</li> </ul> |
| Writing                    | 1.2, 2.2, 3.4           | <ul style="list-style-type: none"> <li>Accurately records information and prepares organisational documents and correspondence using language, concepts and terminology appropriate for the audience</li> </ul>                            |
| Oral Communication         | 2.2, 3.2, 4.1           | <ul style="list-style-type: none"> <li>Participates effectively in verbal exchanges, using active listening and questioning to share, convey and clarify information with a range of people</li> </ul>                                     |
| Numeracy                   | 2.1, 3.1-3.3            | <ul style="list-style-type: none"> <li>Performs calculations and uses a range of mathematical problem-solving techniques to analyse complex financial data and requirements</li> </ul>                                                     |
| Navigate the world of work | 1.1, 2.1, 3.3, 3.4      | <ul style="list-style-type: none"> <li>Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements</li> </ul>                                                                      |
| Interact with others       | 2.2, 3.2, 4.1           | <ul style="list-style-type: none"> <li>Identifies and explores differences in a diverse range of people in the work context and makes adjustments to communication in recognition of these differences</li> </ul>                          |

|                   |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   |                             | <ul style="list-style-type: none"> <li>Selects and uses appropriate conventions and protocols when communicating with clients and others in a range of work contexts</li> </ul>                                                                                                                                                                                                                                                                                                                           |
| Get the work done | 1.1, 1.2, 2.1, 2.2, 3.1-3.3 | <ul style="list-style-type: none"> <li>Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes</li> <li>Makes routine decisions and implements standard procedures for routine tasks</li> <li>Applies systematic and analytical decision-making processes for complex and non-routine situations</li> <li>Uses a range of digitally based technologies to enter, access or update information to achieve required outcomes</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version                                   | Code and title<br>previous version                                   | Comments                                                                                                                            | Equivalence status |
|---------------------------------------------------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| FNSSUP407 Assess complex superannuation benefit or insurance claims | FNSSUP407A Assess complex superannuation benefit or insurance claims | Updated to meet Standards for Training Packages.<br><br>Rewording and reordering of performance criteria to clarify intent of unit. | Equivalent unit    |

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>