



Australian Government

**Assessment Requirements for FNSSUP421
Process superannuation benefits and
insurance claims under special conditions of
release**

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

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:

- process at least two superannuation benefit claims and/or insurance claims made under special conditions of release.

In the course of the above, the candidate must:

- follow conditions contained in the trust deed and organisational requirements
- manage applications and claim errors
- calculate payments, including taxation requirements as required.

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:

- taxation requirements for:
 - death
 - deductions for payments
 - financial hardship payment
 - income protection
 - terminal illness benefit
 - total and permanent disablement benefits
- organisational policies, procedures and objectives relating to processing complex superannuation benefit and insurance claims
- differences between payment types
- documentation requirements for processing death and disability payments

- procedures and information requirements to assess, calculate and process benefits for lump sum payments, death claims and disablement claims
- conditions applying to trust deeds and legal implications
- steps and procedures for:
 - assessing claims and calculating and processing payments
 - monitoring pension and annuity payments.

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 equipment, technology, software and consumables
- organisational policies and procedures.

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>