



Australian Government

FNSSUP512 Manage insurer liaison within a superannuation organisation

Release: 1

FNSSUP512 Manage insurer liaison within a superannuation organisation

Modification History

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

Application

This unit describes the skills and knowledge required to manage liaison with insurance bodies. It involves establishing insurer liaison, supervising the claim procedures, managing complex claims and managing risk.

The unit applies to those working in superannuation organisations who use analytical skills and systematic approaches to liaise with insurance bodies and oversee specific organisational processes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

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. Establish insurer liaison	1.1 Identify organisational procedures for insurance arrangements 1.2 Determine insurance performance measures 1.3 Establish contact with insurer and maintain liaison 1.4 Determine insurance premium payment details 1.5 Establish procedures for processing claims 1.6 Obtain paperwork required to undertake insurer liaison activities 1.7 Provide insurer with information to maintain member records
2. Manage risk	2.1 Assess risk profile of member with insurer 2.2 Undertake procedures to reduce risk according to organisational

ELEMENT	PERFORMANCE CRITERIA
	policies and procedures 2.3 Assess claims documentation and generate reports for trustee 2.4 Implement trustee decisions on claims and risk management procedures
3. Supervise claim procedures	3.1 Monitor performance requirements for insurer 3.2 Provide insurer with information as required to process claims 3.3 Refer disputed claims to complaints procedure
4. Manage complex insurance claims	4.1 Gather documentation for complex claims and prepare for insurer 4.2 Check claim applications against relevant terms in trust deed 4.3 Incorporate claim beneficiaries into claims processing procedure 4.4 Compile claim correspondence according to conditions identified in trust deed, relevant legislation and organisational policies and procedures 4.5 Forward claim correspondence to insurer

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	Applies mathematical problem-solving techniques to analyse and assess numerical and financial data, and to process claims
Oral communication	Uses active listening and questioning techniques to negotiate outcomes, and to convey and clarify information in verbal exchanges
Reading	- Sources and consolidates complex information and data from a range of sources - Thoroughly analyses information and data against defined criteria, conditions and requirements
Writing	- Logically records and manages information using correct organisational formats and systems - Prepares documentation using clear language, concepts and terminology appropriate to audience and purpose
Problem solving	- Accepts responsibility for addressing less predictable problems and applies problem-solving processes to determine a solution - Makes critical decisions effectively in complex situations, taking into consideration a range of variables, including the outcomes of previous decisions

SKILL	DESCRIPTION
	Identifies and resolves key business issues, processes and practices that may have legal implications
Self-management	- Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness - Takes responsibility for following policies, procedures and legislative requirements, and identifies organisational implications of new legislation or regulations
Teamwork	- Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationships - Uses collaboration techniques to share information conducive to a productive environment
Technology	Uses digitally based technologies to enter, access or update information to achieve required outcomes

Unit Mapping Information

Supersedes and is equivalent to FNSSUP502 Supervise insurer liaison.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSSUP512 Manage insurer liaison within a superannuation organisation

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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:

- manage insurer liaison on at least three occasions.

In the course of the above, the candidate must:

- maintain documentation systems for insurance claims
- identify, source and interpret required information to process benefits for lump sum payments, death claims and disablement claims.

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:

- organisational policies, procedures, objectives and guidelines relating to insurance arrangements and performance measures, including for:
 - calculating and processing benefits
 - assessing insurance claims, and calculating and processing benefit payments
 - documentation requirements for processing death and disability payments
 - applying regulations and legislation to payments
- key steps in internal and external complaints processes in superannuation
- compliance responsibilities for claims processing
- tendering processes
- organisation's risk management strategies.

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

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