



Australian Government

Department of Education, Employment and Workplace Relations

FNSILF404A Process requests for policy alterations and assignments

Release: 1

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Modification History

Release	Comments
Release 1	This Unit of Competency first released with <i>FNS10 Financial Services Training Package version 3.0</i> .

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to process requests for alterations to life insurance policies, including evaluating requests, recording changes and issuing documentation.

Application of the Unit

This unit applies to those providing frontline policy support services to customers in a Life Insurance environment.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

1. Receive and evaluate policy request	1.1 Check <i>policy request</i> documentation is correct and complete 1.2 Check request is <i>valid</i> 1.3 Identify <i>non-routine policy requests</i> and direct to an <i>appropriate authority</i> for assessment 1.4 Assess request against policy terms and conditions within authority levels and in accordance with procedures and <i>regulatory requirements</i>
2. Communicate outcomes of policy request assessments	2.1 Advise client of the <i>outcomes</i> of the assessment of the request 2.2 Where the request is accepted by the insurer, advise client of the <i>consequences</i> of processing the request and ensure client is aware of the impacts that may occur 2.3 Where the request is deemed unacceptable to the insurer, advise the policyholder of the reasons for declining the request
3. Complete services in response to policy request	3.1 Make authorised policy changes in accordance with <i>procedures</i> and <i>regulatory requirements</i> 3.2 Confirm documentation is correct and complete 3.3 Dispatch documentation to clients in accordance with procedures and regulatory requirements 3.4 Update records and registers in accordance with procedures and regulatory requirements

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - gather and check information
 - liaise and share information with others
 - communicate appropriately with people from diverse backgrounds
- IT skills to:
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems)
 - access and update records electronically
- organisational skills to efficiently plan and sequence work
- problem solving skills to address errors in life insurance documentation
- reading skills to:
 - read and understand relevant procedures
 - read and understand product information
 - read and understand life insurance policies
 - read and interpret life insurance policy change requests
- research and analysis skills to:
 - identify and interpret relevant information
 - maintain currency of products and services knowledge
- writing skills to:
 - accurately record information
 - prepare professional letters and emails.

Required knowledge

- the ability to apply and explain as relevant to the changing of life insurance policies:
 - life insurance administrative requirements
 - life insurance policy terms and conditions
 - nature of life insurance policy liabilities
 - organisational procedures
 - organisational systems for data entry, filing and document registrations
 - product information.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • maintain and apply a thorough and up-to-date understanding of life insurance terms and conditions • maintain and apply a thorough and up-to-date understanding of life insurance administrative requirements • apply analytical and administrative skills in the assessment and implementation of life insurance policy changes • perform tasks in accordance with relevant procedures and regulatory requirements.
Context of and specific resources for assessment	Assessment must ensure: • competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment • access to and the use of a range of common office equipment, technology, software and consumables • access to records • access to organisational policies and procedures.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency • observing processes and procedures in workplaces • verbal or written questioning on underpinning knowledge and skills • evaluating samples of work • accessing and validating third party reports.
Guidance information for assessment	

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Policy request may include:	• a request to add or remove a rider benefit • a request to alter the sum insured • a request to assign ownership of a policy • a request to reduce the duration of a policy, for example whole of life or endowment policy • a request to review a past underwriting decision, for example premium loading applied to a smoker's policy.
For a request to be valid , it must be evident that:	• client is authorised • policy exists • policy is current.
Non-routine policy requests may include:	• requests outside client authority • requests outside relevant guidelines • unusual requests.
Appropriate authority may include:	• supervisor • manager • other levels of management.
Assess request may include evaluating the:	• acceptability of changes to the risks that the policy covers • acceptability of changes to the potential policy liability • compliance with organisational guidelines • legality and ethics of complying with the request.
Procedures may include:	• organisational complaints handling processes • organisational customer service charter • organisational guidelines • organisational policy • organisational privacy and confidentiality guidelines • organisational procedures.
Regulatory requirements may include:	• Australian Securities and Investments Commission (ASIC) regulatory guides • corporations legislation • insurance contracts legislation

	• life insurance legislation • privacy legislation.
Outcomes may include:	• accept request • amend request • defer request • reject request.
Consequences may include:	• changes in policy benefits • changes in policy ownership • changes in policy terms and conditions • changes in premiums • changes in term of cover.

Unit Sector(s)

Life insurance