



Australian Government

Department of Education, Employment and Workplace Relations

FNSILF406A Collect and manage information to facilitate claims assessment

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 applies to those engaged in collecting, collating and managing information in relation to Life Insurance policy claims.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

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. Identify information needs	1.1 Review claim files and life insurance policy to identify payment criteria 1.2 Identify additional information needed as evidence for claims assessment
2. Plan information collection	2.1 Identify appropriate sources of required proofs 2.2 Select and enact an appropriate information collection method
3. Collect and manage information	3.1 Collect additional information from appropriate sources in accordance with procedures 3.2 Manage investigations in accordance with ethical and regulatory requirements 3.3 Organise information for clarity and accessibility in accordance with procedures

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - liaise and share information with others
 - gather and check information
 - 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
 - access web-based information services
- numeracy skills to interpret numeric data and relevant statistics and perform calculations related to policy payments
- 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 life insurance policies
 - read and interpret life insurance claims and supporting documentation
- research and analysis skills to:
 - identify and interpret relevant information
 - analyse information and data
 - 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 evaluation of life insurance claims:
 - life insurance administrative requirements
 - life insurance policy payment criteria
 - life insurance policy terms and conditions
 - organisational procedures
 - organisational systems for data entry and filing
 - product information
 - relevant regulatory requirements.

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: • apply analytical and administrative skills in the assessment of claims • maintain and apply a thorough and up-to-date understanding of life insurance terms and conditions and claims processing • maintain and apply a thorough and up-to-date understanding of life insurance administrative requirements • 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 • setting and reviewing workplace projects and business simulations or scenarios
Guidance information for	

assessment	
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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.

<i>Life insurance policy</i> may include:	• annuities (immediate or deferred) • disability income • endowment • insurance bonds (investment only policies) • term life (including terminal illness and Total and Permanent Disablement (TPD)) • trauma • whole of life.
<i>Payment criteria</i> may include:	• for ordinary policies: • cancellation • commutation (for annuities and other income streams) • death (including terminal illness) • invalidity (permanent or temporary disability) • maturity • rollover • surrender • trauma • for superannuation policies: • death (including terminal illness) • invalidity (permanent or temporary disability) • retirement • rollover. • satisfying another condition of release.
<i>Additional information</i> may include:	• medical evidence • financial evidence • interviews • surveillance • employment details • specialist advice.
<i>Evidence</i> may include:	• proof of age • proof of morbidity/disability • proof of survival • proof of title.

<i>Appropriate sources</i> may include:	• interviewing the claimant • requesting reports and records • speaking with professionals • specialist advice • surveillance.
<i>Procedures</i> may include:	• organisational complaints handling processes • organisational customer service charter • organisational guidelines • organisational policy • organisational privacy and confidentiality guidelines • organisational procedures.
<i>Investigations</i> may include:	• financial investigations • interviews • medical investigations • surveillance.
<i>Ethical and regulatory requirements</i> may include:	• Australian Securities and Investments Commission (ASIC) regulatory guides • corporations legislation • privacy legislation • relevant professional Codes of Practice.

Unit Sector(s)

Life insurance