



Australian Government

Department of Education, Employment and Workplace Relations

FNSSUP407A Assess complex superannuation benefit or insurance claims

Revision Number: 1

FNSSUP407A Assess complex superannuation benefit or insurance claims

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to assess complex superannuation benefits and/or insurance claims. It encompasses reviewing the validity of requests, reviewing documentation and evidence, determining entitlements and communicating the decision. This unit is applicable to individuals working within enterprises and job roles subject to licensing, legislative, regulatory or certification requirements including legislation administered by the Australian Securities and Investments Commission (ASIC).
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Application of the Unit

Application of the unit	This unit applies to job roles involving assessing complex superannuation benefits and or insurance claims of various fund types.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Review validity of request	1.1. Validity of request for payment is reviewed against fund entitlements within operating guidelines, operational authorities and legislative guidelines 1.2. Review is undertaken in a methodical manner using suitable checklist or similar instruments to ensure accuracy
2. Review documentation and evidence	2.1. Payment criteria are established to enable compliance to be determined within the terms and conditions of the trust, relevant legislation, and operating guidelines 2.2. Additional evidence is obtained where required from appropriate parties to confirm that request complies with the fund's conditions of entitlement
3. Determine entitlement	3.1. Level of entitlement is determined based on accurate and complete information 3.2. Entitlements are determined within authority levels and a sign-off is obtained where required 3.3. Decision on payment is made in accordance with trustee instruction, operating guidelines and relevant legislation
4. Communicate decision	4.1. Decision is advised according to organisation policy and procedures to relevant parties

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to:
 - liaise with others, share information, confirm work requirements, using questioning and active listening as required
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - perform calculations related to superannuation benefits
 - access and update account records electronically
 - use internet information
- literacy skills to read and interpret documentation from a variety of sources and record and consolidate related information
- data analysis and interpretation skills
- interpersonal skills to relate effectively within a team environment
- organisation skills, including the ability to plan and sequence work
- research and analysis for accessing, interpreting and managing complex information
 - interpreting documentation
 - coordinating tasks
- learning skills to maintain knowledge of changes to products and relevant legislation
- judgement skills for forming recommendations in operational situations
- management skills for working effectively in a constantly changing environment

Required knowledge

- relevant superannuation legislation
- computerised superannuation systems and procedures
- organisation authority levels
- fund entitlements and operating guidelines
- appropriate payment criteria
- through understanding of the application of fund policies and procedures
- industry products and services

Evidence Guide

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:

- review validity of requests and related documentation and evidence
- determine entitlements demonstrating knowledge of organisation authority levels and fund entitlements and operating guidelines
- follow appropriate payment criteria applying an understanding of the application of fund policies and procedures and give sound advice and negotiate on options.

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 organisation financial records
- access to organisation policies and procedures.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, 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 business simulations or scenarios.

Guidance information for assessment

Range Statement

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>Payments</i> may involve:	• complex legal or trust interpretations or complex insurance classes (e.g. disability claim) • complex technical determinations • high monetary impact.
<i>Payment criteria</i> are:	• criteria to measure the legitimacy of a request for payment • payments may include investment and insurance components.
<i>Appropriate parties</i> may include:	• beneficiary • legal representative • member • rollover fund • this function may arise from referrals that have exceeded the authorities of subordinate officers • trustee or other representative.
<i>Relevant legislation</i> may include:	• anti-discrimination legislation • Corporations Act • Family Law Legislation Amendment Superannuation Act • Financial Services Reform Act (FSRA) • Income Tax Assessment Act • industrial legislation • Insurance Act • Privacy Act • Retirement Savings Account Act • stamp duty legislation • Superannuation (Resolution of Complaints) Act • Superannuation (Unclaimed Moneys and Lost Members) Act • Superannuation Contributions Tax (Assessment and Collection) Act (surcharge) • Superannuation Guarantee (Administration) Act (SGAA) • Superannuation Industry (Supervision) Act (SIS) • Superannuation Industry (Supervision) Regulations

RANGE STATEMENT

	• trade practices legislation • Trustee Acts or Trust Acts in each State and Territory.
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Unit Sector(s)

Unit sector	Superannuation
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		