

Title	Demonstrate and apply knowledge of administrative processes to provide general insurance services		
Level	5	Credits	5

Purpose	People credited with this unit standard are able to: <ul style="list-style-type: none"> – demonstrate knowledge of the administrative processes required for general insurance policies; and – apply knowledge of the administrative processes required for general insurance policies.
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Classification	Financial Services > Financial Services - Professional Practice
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Available grade	Achieved
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Guidance Information

1 References

Code of Professional Conduct for Financial Advice Services;
 Consumer Guarantees Act 1993;
 Fair Insurance Code 2016;
 Fair Trading Act 1986;
 Financial Market Conduct Act 2013;
 Financial Service Providers (Registration and Dispute Resolution) Act 2008;
 Financial Services Legislation Amendment Act 2019;
 Health and Safety at Work Act 2015;
 Insurance Intermediaries Act 1994;
 Insurance Law Reform Act 1977;
 Insurance Law Reform Act 1985;
 Privacy Act 1993;
 relevant industry codes of conduct;
 and all subsequent amendments and replacements.

2 Assessments requiring application or demonstration of skills and knowledge may be performed using workplace evidence or evidence derived from simulation or scenario based activities.

All activities must comply with legislation, regulations, and best practice, including any guidance notes published by the agency responsible for the relevant enactment or code.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the administrative processes required for general insurance policies.

Performance criteria

- 1.1 Outline the steps involved in policy application, issue, underwriting, and placement.
- 1.2 Explain the required actions and responsibilities of the parties involved in policy application, issue, underwriting, and placement.
- 1.3 Outline the steps involved in facilitating a policy claim.
- 1.4 Explain the required actions and responsibilities of the parties involved in facilitating a policy claim.
- Range actions and/or responsibilities may arise in respect of but are not limited to – non-disclosure, need for further evidence, contribution of internal and external expertise and support.
- 1.5 Outline the steps involved in policy maintenance, review, cancellation, and ending.
- 1.6 Explain the required actions and responsibilities of the parties involved in policy maintenance, review, cancellation, and ending.
- Range actions and/or responsibilities may arise in respect of but are not limited to – arrears and reinstatements, changes to policy terms, changes to client relationships, changes to ownership needs, changes to market or environment.

Outcome 2

Apply knowledge of the administrative processes required for general insurance policies.

Range processes may include – policy application, issue, underwriting, claim, maintenance, review, cancellation, ending.

Performance criteria

- 2.1 Plan the steps required to meet client needs in accordance with organisational requirements.

2.2 Establish the required actions and responsibilities of the parties involved.

Range for policy claim, may include but is not limited to – non-disclosure, need for further evidence, contribution of internal and external expertise and support;
for policy maintenance, review, cancellation, or ending, may include but is not limited to – arrears and reinstatements, changes to policy terms, changes to client relationships, changes to ownership needs, changes to market or environment.

Replacement information	This unit standard was replaced by skill standard 40665. This unit standard replaced unit standard 28370.
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This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 January 2020	31 December 2027
Review	2	29 May 2025	31 December 2027

Consent and Moderation Requirements (CMR) reference	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.