



Australian Government

FNS41611 Certificate IV in Loss Adjusting

Release 2

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Modification History

Release	Comments
Release 2	<p>This version released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Update imported units: <i>BSBCUS301A</i> to <i>BSBCUS301B</i>; <i>BSBCUS401A</i> to <i>BSBCUS401B</i>; <i>BSBCUS403A</i> to <i>BSBCUS403B</i>; <i>SBCCO402A</i> Gather, collate and record information replaced by equivalent unit <i>BSBCCO405A Survey stakeholders to gather and record information</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p><i>BSBITS401A Maintain business technology</i> has been removed from the qualification.</p> <p>Replaced <i>BSBOHS404B Contribute to the implementation of strategies to control OHS risk</i> with <i>BSBOHS201A Participate in OHS processes</i>. This is considered a more appropriate unit for this qualification.</p> <p>Additional electives have been added to provide pathways for claims technicians:</p> <ul style="list-style-type: none"> • <i>FNSISV306A Receive and record of register a claim</i> • <i>BSBWOR404B Develop work priorities</i>. <p>Packaging rules for this qualification have been changed to 3 core and 10 electives.</p>

Description

This qualification is designed to reflect job roles in loss adjusting in a range of insurance organisations.

Possible work functions may include:

- applying procedures and strategies for retaining and enhancing the customer relationship
- inspecting for damage, recommending repair work and inspecting quality of work related to insurance claims

Pathways Information

Pathways from the qualification

The primary pathway from this qualification is employment in assistant job roles in:

- customer service
- vehicle inspection and assessment
- claims technicians

A further learning pathway utilising qualifications such as Diploma of Loss Adjusting or one of the specialist qualifications would support career progression.

Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • communicating ideas and information cognisant of clients' social and cultural diversity and special needs • consulting and negotiating with internal and external stakeholders • consulting, questioning, clarifying and evaluating information • demonstrating selling skills including matching needs with products/services • interpreting customer needs • investigating and negotiating to resolve disputes within area of responsibility • possessing sound presentation skills with an ability to 'read' verbal and non-verbal body language • using a range of techniques to elicit feedback from customers • using specialist language in written and oral communication • using well-developed interpersonal skills and having the ability to produce a wide range of reports and make presentations as required • writing in a range of styles to suit different audiences
Teamwork	<ul style="list-style-type: none"> • coaching and mentoring staff to reach minimum customer service standards • developing a rapport with clients when identifying their needs, objectives and financial situation • developing team plans and contributing to team cohesion • making constructive contributions to group decision making processes • providing feedback to team members
Problem solving	<ul style="list-style-type: none"> • conducting needs analyses • estimating, forecasting and conducting competitive comparisons • performing calculations and developing a risk investment profile for individual clients • resolving poor performance issues within scope of responsibility • working proactively with management to resolve workplace issues

Initiative and enterprise	<ul style="list-style-type: none">• being creative and providing innovative solutions to complex issues• responding to new and changing circumstances to ensure accurate and timely advice
Planning and organising	<ul style="list-style-type: none">• evaluating and authorising payment requests• maintaining accounts records for compliance purposes• preparing financial reports• recording, gathering and classifying information
Self-management	<ul style="list-style-type: none">• acting as a role model for others• taking to management concerns with own level of responsibility• working ethically and complying with all industry codes of practice and legislative requirements
Learning	<ul style="list-style-type: none">• applying learning to develop improved practices• coaching and mentoring others to acquire new knowledge and skills• contributing to the learning of others through implementing team building exercises• developing and maintaining professional competency
Technology	<ul style="list-style-type: none">• selecting and using technology and software packages to record, track and retrieve information• using electronic communication devices and processes (e.g. internet, fact finder, email) to produce written correspondence, charts, diagrams, schedules and reports

Packaging Rules

13 units must be achieved.

3 core units
plus 10 elective units

7 elective units must be selected from the elective units listed below.

The remaining **3 elective units** may be selected from **the elective units listed below**, any endorsed Training Package or accredited course. Elective units may be selected from a Certificate IV or Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Core units of competency:

- FNSINC401A Apply principles of professional practice to work in the financial services industry
- BSBOHS201A Participate in OHS processes
- BSBWOR401A Establish effective workplace relationships

Elective units of competency:

Vehicle inspection and assessment

- FNSIGN401A Provide technical guidance
- FNSIGN402A Inspect quality of work
- FNSIGN403A Estimate jobs
- FNSIGN404A Inspect damage and develop scope of work
- FNSIGN405A Inspect vehicle systems and components and determine preferred repair action
- FNSIGN406A Inspect vehicle or property for saleable items and determine their value

Handling claims

- FNCSUS401A Participate in negotiations
- FNSISV405A Analyse insurance claims

Customer services

- BSBCUS301B Deliver and monitor a service to customers
- BSBCUS401B Coordinate implementation of customer service strategies
- BSBCUS403B Implement customer service standards

General

- FNCSUS402A Resolve disputes
- FNSILA501A Plan and implement loss investigation

- FNSILA502A Evaluate collected information
- FNSILA503A Report findings and provide guidance to involved parties
- FNSISV306A Receive and record or register a claim
- BSBCCO405A Survey stakeholders to gather and record information
- BSBWOR404B Develop work priorities
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