Assessment Requirements for PSPINM001 Process claims

Release: 1

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Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying legislation, regulations and policies relating to processing of claims
- recording and reporting of transactions
- reading and interpreting claims information
- checking the accuracy of calculations and reconciliations
- assessing reasonableness of accounts
- using communication including reporting of irregularities and errors

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation, including work health and safety and environment
- regulations, and guidelines relating to injury management and processing claims
- privacy legislation
- procedures to ensure confidentiality and security of information
- procedures for cash and non-cash handling
- injury management claims relating to diverse disabilities
- methods and techniques for simple numerical calculations
- equal employment opportunity, equity and diversity principles

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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