



Australian Government

FNS51415 Diploma of Loss Adjusting

Release 3

FNS51415 Diploma of Loss Adjusting

Modification History

Release	Comments
Release 3	This version released with FNS Financial Services Training Package version 3.0 Release 3 created to update elective unit list
Release 2	This version released with FNS Financial Services Training Package version 1.1 Release 2 created to correct typographical error
Release 1	This qualification first released with FNS Financial Services Training Package version 1.0

Qualification Description

This qualification is designed to reflect team leadership or supervisory job roles in loss adjusting in a range of insurance organisations. Individuals in these roles have autonomy in performing technical operations, apply solutions to a range of often complex problems, and research, analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance to others. Work may include analysing claims information, conducting claims investigations, and managing and monitoring operational performance.

Licensing/Regulatory Information

No licensing or certification requirements apply to this qualification at the time of publication. However, some units will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit. Refer to the FNS Implementation Guide Companion Volume for guidance on requirements.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 12

7 core units plus

5 elective units

The elective units consist of:

- up to 5 may be from the electives below
- up to 2 may be from a Diploma in the Financial Services Training Package, or any currently endorsed training package or accredited course
- 1 may be from an Advanced Diploma in the Financial Services Training Package, or any currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Core Units

BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control

FNSIGN404 Inspect damage and develop scope of work

FNSILA501 Plan and implement loss investigation

FNSILA502 Evaluate collected information

FNSILA503 Report findings and provide guidance to involved parties

FNSILA504 Negotiate and effect settlement

FNSISV405 Analyse insurance claims

Elective Units

Operations

BSBCOM603 Plan and establish compliance management systems

BSBMGT517 Manage operational plan

BSBSUS501 Develop workplace policy and procedures for sustainability

FNSIGN401 Provide technical guidance

FNSIGN402 Inspect quality of work

FNSIGN403 Estimate jobs

FNSIGN406 Inspect property for saleable items and determine their value

FNSILA505 Provide ancillary services

Client relationships

BSBCUS403 Implement customer service standards

BSBCUS501 Manage quality customer service

FNSCUS401 Participate in negotiations

FNSCUS402 Resolve disputes

FNSCUS505 Determine client requirements and expectations

FNSCUS506 Record and implement client instructions

FNSINC401 Apply principles of professional practice to work in the financial services industry

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS51415 Diploma of Loss Adjusting (Release 3)	FNS51415 Diploma of Loss Adjusting (Release 2)	Updates to elective unit list	Equivalent qualification

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>