Australian Government

FNSILA511 Plan and implement loss investigations

Release: 1

FNSILA511 Plan and implement loss investigations

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to perform activities, including interacting with clients, authorities and specialists, to plan and implement loss investigations.

The unit applies to individuals who, within their level of responsibility, use specialised knowledge and organisational skills to coordinate a range of activities required to conduct loss investigations and to ensure thorough and accurate completion of these activities. These individuals use high level analytical, liaison and planning skills to interact with others.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those requirements.

Unit Sector

Insurance loss adjusting

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Analyse, negotiate and confirm assignment	1.1 Access and analyse terms of engagement and instructions for assignment, and determine whether provided information is sufficient 1.2 Determine conflicts of interest and confirm assignment is within scope of own knowledge and expertise 1.3 Negotiate, confirm and document terms of engagement and instructions according to client and organisational policies, regulatory and legislative requirements, codes of practice and level of authority 1.4 Advise required parties of decisions to accept or reject terms of

ELEMENT	PERFORMANCE CRITERIA
	engagement, instructions and reasons for decisions as required
2. Plan loss investigation	2.1 Assess validity of loss situation and claim against reported circumstances, available evidence and information 2.2 Determine insurance cover for loss, damage or injury as required and review policy conditions to confirm loss falls within policy coverage 2.3 Establish contractual and other obligations of each party according to circumstances under enquiry 2.4 Document required facts and information according to organisational policies and guidelines 2.5 Determine viable course of action and choose investigative activities 2.6 Assess proposed investigative activities for compliance with codes of practice, regulatory and legislative requirements, and organisational policies and guidelines
3. Implement loss investigation	3.1 Collect facts and information required to confirm circumstances of loss, damage or injury 3.2 Identify information deficiencies and obtain additional information as required 3.3 Identify fraud indicators 3.4 Establish confidential channels of communication with clients and other parties as required 3.5 Establish and maintain professional and cordial relationships with required parties during investigation 3.6 Establish and maintain comprehensive records of investigative activities, methodology and allocated time during investigation
4. Provide interim guidance to involved parties	4.1 Identify and determine requirements for urgent action to protect client interests 4.2 Inform involved parties of loss mitigation actions and preservation of evidence as required 4.3 Inform client of their potential exposure and initial estimate of reserve
5. Verify and clarify information	5.1 Review facts and information gathered and assess for thoroughness and consistency 5.2 Clarify conflicting evidence or information
6. Organise and preserve evidence	6.1 Collate and organise evidence gathered, and record according to organisational policies and guidelines 6.2 Preserve required evidence according to codes of practice, regulatory and legislative requirements, and organisational policies and guidelines 6.3 Maintain confidentiality and security of information according

ELEMENT	PERFORMANCE CRITERIA
	to legislative, industry and organisational requirements
7. Communicate with authorities	7.1 Liaise with authorities as required 7.2 Receive clearance or authorisation for investigative activities from authorities as required and document outcomes
8. Appoint specialists	8.1 Determine need to appoint specialist and convey request to client and other parties as required 8.2 Engage and brief appointed specialists as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	• Interprets numerical and financial information relevant to assessing insurance loss
Oral communication	• Conveys information using language, tone and pace appropriate to the audience and environment • Uses listening and questioning techniques to elicit the views and opinions of others and to confirm understanding
Planning and organising	• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness • Monitors progress schedules and reviews and changes them to meet new demands and priorities • Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationships
Problem solving	• Applies systematic and analytical decision-making processes for complex and non-routine situations
Reading	• Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements
Self-management	• Takes responsibility for following policies, guidelines and legislative requirements
Technology	• Uses digital technologies to access, enter and store information required to complete work tasks
Writing	• Records information and writes detailed notes using required format, spelling and grammar, terminology and conventions specific to requirements

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSILA501 Plan and implement loss investigation.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe