



Australian Government

FNSILA514 Negotiate and affect settlement relating to loss situation, damage or injury

Release: 1

FNSILA514 Negotiate and affect settlement relating to loss situation, damage or injury

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 identify available options for settlement and to assist in the settlement process relating to loss situations, damage or injury. This includes resolving disputes in the case of contention within the settlement process and issuing recovery demands.

The unit applies to individuals working in the loss adjusting sector who use specialised knowledge, well-developed organisational skills and strong communication skills to effectively negotiate with a range of personnel.

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for negotiation	1.1 Identify issues and options for settlement 1.2 Obtain additional information as required according to identified options 1.3 Carry out cost-benefit analysis on identified options 1.4 Prepare and document information and data needed for settlement meetings according to client instructions, organisational policies and guidelines, legislative and regulatory requirements and codes of practice

ELEMENT	PERFORMANCE CRITERIA
2. Facilitate and document negotiations and settlement	2.1 Arrange and conduct meetings of involved parties and facilitate resolution of issues and settlement 2.2 Document and convey outcomes of meetings to client and other required parties 2.3 Make documents and information processed as part of loss adjustment activities available to involved parties as required
3. Manage dispute for client or organisation	3.1 Represent clients or organisational interests where dispute arises and provide required documents and information to other involved parties 3.2 Issue recovery demands 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	<ul style="list-style-type: none"> Performs calculations and uses mathematical problem-solving techniques to analyse numerical and financial data
Oral Communication	<ul style="list-style-type: none"> Participates in verbal exchanges, clearly presenting a case 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	<ul style="list-style-type: none"> Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness
Problem solving	<ul style="list-style-type: none"> Responds to problems requiring immediate resolution, drawing on past experiences to focus on the cause of a problem Applies systematic and analytical decision-making processes for complex and non-routine situations
Reading	<ul style="list-style-type: none"> Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements
Self-management	<ul style="list-style-type: none"> Takes responsibility for following policies, guidelines and legislative requirements
Teamwork	<ul style="list-style-type: none"> Implements strategies for a diverse range of colleagues and clients to build rapport, foster strong relationships and negotiate positive outcomes
Technology	<ul style="list-style-type: none"> Uses digital technologies to access, enter and store information

SKILL	DESCRIPTION
	required to complete work tasks
Writing	<ul style="list-style-type: none">• Accurately records and completes organisational documents and correspondence using clear language and correct spelling, grammar and terminology

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSILA504 Negotiate and effect settlement.

Links

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