



Australian Government

FNSISV405 Analyse insurance claims

Release: 1

FNSISV405 Analyse insurance claims

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to analyse insurance claims including researching and validating the claim information, and maintaining records and lines of communication.

It applies to individuals whose job roles involve client service, data processing or underwriting in a range of insurance sectors and may be applied within organisations of various sizes and across a range of client bases.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Insurance services

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. Collect and organise information relating to claim	1.1 Obtain all relevant information to determine whether valid claim exists 1.2 Organise relevant information into coherent and valid body of case knowledge 1.3 Maintain confidentiality of information according to legislative requirements and industry principles 1.4 Identify any information deficiencies and seek additional information from appropriate sources
2. Research claim and	2.1 Check claims information to determine legitimacy of claim,

ELEMENT	PERFORMANCE CRITERIA
validate claim information	<p>including validity of policy and whether claimant is eligible to claim on policy</p> <p>2.2 Identify needs for investigation and/or further information and appoint appropriate service providers where necessary</p> <p>2.3 Undertake investigation and research within established claims management criteria and authorities</p> <p>2.4 Monitor progress of investigation, if applicable</p> <p>2.5 Refer all missing information, abnormalities or classification uncertainties to an appropriate authority</p>
3. Maintain records and lines of communication	<p>3.1 Maintain regular contact with relevant parties to ensure they are aware of current status of claim and are actively participating in process</p> <p>3.2 Communicate information promptly to underwriter, which impacts on policy</p> <p>3.3 Maintain regular and accurate diary system, and adhere to timelines</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.4, 2.1, 2.2, 2.3, 2.4	<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
Writing	1.2, 1.4, 2.2, 2.5, 3.1, 3.2, 3.3	<ul style="list-style-type: none"> Accurately records information in an organised way and prepares correspondence and documentation using clear language and organisational formats and protocols
Oral Communication	3.1, 3.2	<ul style="list-style-type: none"> Conveys and clarifies information effectively to a range of personnel using active listening and questioning to clarify understanding
Numeracy	1.1, 2.1	<ul style="list-style-type: none"> Performs mathematical calculations to analyse financial data and statistics to accurately assess claim
Navigate the world of work	1.3, 2.3	<ul style="list-style-type: none"> Takes personal responsibility for following explicit and implicit policies, procedures and legislative

		<p>requirements</p> <ul style="list-style-type: none"> Identifies and acts on issues that contravene relevant policies, procedures and legal requirements
Interact with others	1.4, 2.2, 2.5, 3.1, 3.2	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating to clients and co-workers in a range of work contexts Uses a range of strategies to establish a sense of connection and build rapport with clients Recognises and accommodates basic differences and priorities of others during negotiations
Get the work done	1.1-1.4, 2.1-2.5, 3.1, 3.3	<ul style="list-style-type: none"> Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes Addresses less predictable problems and initiates standard procedures in response, applying problem-solving processes in determining a solution Uses digital technologies to access, enter and store information required to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSISV405 Analyse insurance claims	FNSISV405A Analyse insurance claims	<p>Updated to meet Standards for Training Packages.</p> <p>Minor changes and reordering of performance criteria.</p>	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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