



**Australian Government**

# **FNSISV416 Use specialist terminology in insurance claims**

**Release: 1**

## FNSISV416 Use specialist terminology in insurance claims

### 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 understand, use and respond to written insurance claims documentation and written and verbal instructions involving specialist terminology, such as medical or legal terminology and processes.

The unit applies to those working in job roles involving the use of specialist medical and legal terminology in a range of insurance sectors, in organisations of various sizes and across a range of client bases.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### 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. Interpret instructions and claims documentation                          | 1.1 Receive, review and document written and oral claim instructions containing specialist terminology<br>1.2 Interpret claims documentation containing specialist terminology and processes and their abbreviations<br>1.3 Seek clarification when necessary  |
| 2. Apply appropriate specialist terminology during insurance claims process | 2.1 Use appropriate specialist terminology and abbreviations when communicating with internal and external parties in writing and orally regarding insurance claim<br>2.2 Complete claims-related tasks using appropriate specialist terminology and according to legislative requirements, organisational policies and procedures, and ethical codes of |

| ELEMENT   | PERFORMANCE CRITERIA  |
|---|---|
|   | conduct<br>2.3 Present claims documentation to designated person for verification, if required<br>2.4 Seek assistance or clarification from specialist representatives or designated personnel as required  |
| 3. Build own skills in using specialist terminology | 3.1 Identify gaps in knowledge of specialist terminology relating to own work role and seek clarification through appropriate source or person<br>3.2 Respond to questions from, or define terms for, external stakeholders relating to specialist terminology used in insurance claims when 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   |
|-------------------------|---|
| Oral communication      | <ul style="list-style-type: none"> <li>• Uses and pronounces specific language appropriate to context and audience</li> <li>• Uses questioning and listening techniques to clarify own understanding and ask clarifying questions</li> </ul>  |
| Learning                | <ul style="list-style-type: none"> <li>• Identifies gaps in own knowledge of the specialist terminology and abbreviations used in insurance claims, and actively locates sources to build understanding</li> </ul>  |
| Reading                 | <ul style="list-style-type: none"> <li>• Uses checklists and other sources of information to interpret specific medical and legal terminology and abbreviations relating to a claim, its specialist terms and related processes</li> </ul>  |
| Writing                 | <ul style="list-style-type: none"> <li>• Uses specific language, terminology, and abbreviations where appropriate in a specialist field</li> <li>• Understands specific terminology and abbreviations within the context of a claim</li> <li>• Spells specialist terminology relating to insurance claims in appropriate context</li> </ul> |
| Planning and organising | <ul style="list-style-type: none"> <li>• Plans and implements routine tasks and workload, and seeks assistance as required</li> </ul>   |
| Self-management         | <ul style="list-style-type: none"> <li>• Takes personal responsibility for following policies, procedures and legislative requirements</li> </ul>   |

| <b>SKILL</b> | <b>DESCRIPTION</b>  |
|--------------|---|
| Teamwork     | <ul style="list-style-type: none"><li>• Selects and uses appropriate conventions and protocols when communicating with clients and co-workers in a range of work contexts</li></ul> |
| Technology   | <ul style="list-style-type: none"><li>• Uses digital technologies to access, enter and store information required to complete work tasks</li></ul>                                  |

## Unit Mapping Information

Supersedes and is equivalent to FNSISV406 Use specialist terminology in insurance claims.

## Links

Companion Volume Implementation Guide is found on VETNet -

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