



Australian Government

FNSISV519 Analyse financial, medical and psychological claims assessments

Release: 1

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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 arrange financial, medical or psychological assessments to support the claims assessment processes and to analyse and report on the results.

The unit applies to those working in job roles involving specialist knowledge and functions in a range of insurance sectors. It may apply to areas of claims assessment involving personal injury, long-term settlement and/or complex claims.

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 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. Establish need to appoint specialist to undertake assessment	1.1 Review facts, evidence and information relevant to circumstances of loss, damage and injury 1.2 Identify and advise client and other required stakeholders of need to appoint specialist assistance to undertake financial, medical or psychological assessment
2. Organise financial, medical or psychological assessments	2.1 Engage appointed specialists and brief them on requirements of assessment 2.2 Monitor assessment activity progress and report to required stakeholders within required timelines

ELEMENT	PERFORMANCE CRITERIA
3. Analyse data for claims assessments	3.1 Analyse and assess financial, medical or psychological assessment data 3.2 Calculate loss damages by using analysis tools to assess financial, medical or psychological assessments 3.3 Assess impartiality and validity of loss situation and claims against assessment data, and analyse against reported circumstances, available evidence, facts and information 3.4 Review insurance cover and policy conditions to confirm loss falls within policy coverage
4. Report results	4.1 Document assessment actions, procedures and outcomes according to organisations policies and procedures 4.2 Provide stakeholders with advice regarding financial, medical or psychological assessment for claim proceedings

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	Performs mathematical calculations to check, interpret and confirm numerical information
Oral communication	Interacts effectively in verbal exchanges, using active listening and questioning to convey and clarify information that contains specialist terms
Reading	- Analyses and consolidates information from a variety of different sources to identify inconsistencies and potential fraud - Collates and interprets complex documentation and reviews specific data
Writing	Records and completes organisational documents and correspondence using clear language and correct spelling, grammar and terminology
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
Problem solving	Makes critical decisions quickly in complex situations, taking into consideration a range of variables including the outcomes of previous decisions
Teamwork	Selects and uses appropriate conventions and protocols when communicating with clients and co-workers in a range of work

SKILL	DESCRIPTION
	contexts
Technology	• Uses digital technologies and main features and functions of digital tools to access, enter and store information

Unit Mapping Information

Supersedes and is equivalent to FNSISV509 Analyse financial, medical and psychological claims assessments.

Links

Companion Volume Implementation Guide is found on VETNet -

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