Assessment Requirements for FNSPIM413 Assist with preparations for conciliation and review hearings

Assessment Requirements for FNSPIM413 Assist with preparations for conciliation and review hearings

Modification History

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

Performance Evidence

Evidence of the ability to:

- interpret and comply with industry and organisational obligations and objectives
- effectively prepare files and information to represent the agent's or insurer's interests at review hearings
- assist and brief representatives prior to and at the conciliation or review hearing as required
- follow up on outcomes and finalise all documentation.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the relevant parties in the personal injury management sector
- describe the key features and steps in conciliation and review hearing procedures and requirements
- outline critical features of common law, legal systems and procedures, and relevant Acts relating to conciliation and review hearings
- outline the key organisational policy, procedures, underwriting guidelines and authorities
- analyse and interpret industry and organisational policy wording
- describe the key industry compliance requirements
- identify the key features and uses of relevant information and communications technology systems.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the personal injury management field of work and include access to:

- office equipment, technology, software and consumables
- organisational records, policy and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe