



Australian Government

Department of Education, Employment and Workplace Relations

FNS41610 Certificate IV in Loss Adjusting

Revision Number: 1

FNS41610 Certificate IV in Loss Adjusting

Modification History

Not applicable.

Description

This qualification is designed to reflect job roles in loss adjusting in a range of insurance organisations. Possible work functions may include:

- applying procedures and strategies for retaining and enhancing the customer relationship
- inspecting for damage, recommending repair work and inspecting quality of work related to insurance claims
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Pathways Information

Qualification Pathway

The primary pathway from this qualification is employment in assistant job roles in:

- customer service
- vehicle inspection and assessment

This qualification may be suited to an Australian Apprenticeship pathway.

A further learning pathway utilising qualifications such as FNS51410 Diploma of Loss Adjusting or one of the specialist qualifications would support career progression.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • communicating ideas and information cognisant of clients' social and cultural diversity and special needs • consulting and negotiating with internal and external stakeholders • consulting, questioning, clarifying and evaluating information • demonstrating selling skills including matching needs with products/services • interpreting customer needs • investigating and negotiating to resolve disputes within area of responsibility • possessing sound presentation skills with an ability to 'read' verbal and non-verbal body language • using a range of techniques to elicit feedback from customers • using specialist language in written and oral communication • using well-developed interpersonal skills and having the ability to produce a wide range of reports and make presentations as required • writing in a range of styles to suit different audiences
Teamwork	<ul style="list-style-type: none"> • coaching and mentoring staff to reach minimum customer service standards • developing a rapport with clients when identifying their needs, objectives and financial situation • developing team plans and contributing to team cohesion • making constructive contributions to group decision making processes • providing feedback to team members
Problem solving	<ul style="list-style-type: none"> • conducting needs analyses • estimating, forecasting and conducting competitive comparisons • performing calculations and developing a risk investment profile for individual clients • resolving poor performance issues within scope of responsibility • working proactively with management to resolve workplace issues
Initiative and enterprise	<ul style="list-style-type: none"> • being creative and providing innovative solutions to complex issues • responding to new and changing circumstances to ensure

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
	accurate and timely advice
Planning and organising	<ul style="list-style-type: none"> evaluating and authorising payment requests maintaining accounts records for compliance purposes preparing financial reports recording, gathering and classifying information
Self-management	<ul style="list-style-type: none"> acting as a role model for others taking to management concerns with own level of responsibility working ethically and complying with all industry codes of practice and legislative requirements
Learning	<ul style="list-style-type: none"> applying learning to develop improved practices coaching and mentoring others to acquire new knowledge and skills contributing to the learning of others through implementing team building exercises developing and maintaining professional competency
Technology	<ul style="list-style-type: none"> selecting and using technology and software packages to record, track and retrieve information using electronic communication devices and processes (e.g. internet, fact finder, email) to produce written correspondence, charts, diagrams, schedules and reports

Packaging Rules

Packaging Rules

13 units must be achieved.

4 core units

plus 9 elective units

- A maximum of 7 of the required elective units of competency must be selected from elective Groups A, B or C
- the remaining 2 electives may be selected from Group D or other units aligned to Certificate IV qualifications in the FNS10 Financial Services or another endorsed Training Package or accredited course
- A maximum of 2 electives may be selected from units aligned to Diploma qualifications in any endorsed Training Package or accredited course.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

Core units of competency:

- BSBITS401A Maintain business technology
- BSBOHS404B Contribute to the implementation of strategies to control OHS risk
- BSBWOR401A Establish effective workplace relationships
- FNSINC401A Apply principles of professional practice to work in the financial services industry

Elective units of competency:

Group A (Vehicle inspection and assessment)

- FNSIGN401A Provide technical guidance
- FNSIGN402A Inspect quality of work
- FNSIGN403A Estimate jobs
- FNSIGN404A Inspect damage and develop scope of work
- FNSIGN405A Inspect vehicle systems and components and determine preferred repair action
- FNSIGN406A Inspect vehicle or property for saleable items and determine their value

Group B (Handling claims)

- FNSCUS401A Participate in negotiations
- FNSISV405A Analyse insurance claims

Group C (Customer services)

- BSBCUS301A Deliver and monitor a service to customers
- BSBCUS401A Coordinate implementation of customer service strategies
- BSBCUS403A Implement customer service standards

Group D (General)

- BSBCCO402A Gather, collate and record information
- FNSCUS402A Resolve disputes
- FNSILA501A Plan and implement loss investigation
- FNSILA502A Evaluate collected information
- FNSILA503A Report findings and provide guidance to involved parties
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