Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM304A Manage claims

Revision Number: 1

FNSPIM304A Manage claims

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage personal injury claims from receipt of claim to closure. It encompasses assessing and determining claim liability, identifying potential fraud indicators and facilitating interaction with stakeholders to determine the outcome of a claim.
	This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.

Application of the Unit

Application of the unit	This unit applies to job roles involving responsibility for processing and managing personal injury claims.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assess claim and determine liability	1.1. Gather **claim information** in accordance with organisation guidelines and legislative requirements
	1.2. Review validity of claim in accordance with organisation and legislative requirements
	1.3. Return invalid claims or information to claimant for correction
	1.4. Enter claims into organisation claims management system in accordance with **organisation guidelines and codes of practice** and time requirements
	1.5. Refer claim to appropriate risk assessment area in accordance with organisation delegation authorities
2. Identify potential risk indicators	2.1. Highlight and identify areas of risk within claim including **fraudulent and inappropriate behaviour**
	2.2. Use information collected during the claims registration process to assess the risk of the claim
	2.3. Follow organisation tools and procedures for the management of risk and identify potential risk areas that may lead to escalation
	2.4. Follow organisation procedures for escalation
3. Facilitate interaction and consult with stakeholders	3.1. Plan and implement strategies in accordance with **stakeholders**
	3.2. Document referral process with stakeholders' involvement
	3.3. Record stakeholder interaction in accordance with legislative and organisation standards
	3.4. Record agreed actions and undertakings as outlined by stakeholders
	3.5. Identify and document contingency and corrective action plans
	3.6. Determine medical liability in consultation with stakeholders and **related parties**
	3.7. Prepare case for conference in accordance with organisation guidelines
	3.8. Undertake agreed actions as a result of conferencing

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
    - determine and confirm information, using questioning and active listening as required
    - establish and use a network of stakeholders for the management of personal injury claims
    - liaise with others, share information, listen and understand
    - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
    - perform calculations related to achieving required outcomes
    - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
    - access and update records electronically
    - use internet information
- literacy skills to read and interpret documentation from a variety of sources and record and consolidate relevant related information
- research and analysis skills for accessing and interpreting relevant information and testing assumptions, taking into account the context of claim information gathered
- effective interpersonal skills
- organisation skills, including the ability to plan and sequence work
- problem solving skills to apply strategies across a range of areas to determine validity and liability of personal injury claims
- team working skills for working as part of as team to effectively manage a personal injury claim and to work with a range of stakeholders

Required knowledge

- organisation claims management IT systems
- organisation policies and procedures as they relate to the capture, processing and management of personal injury claims
- relevant personal injury legislation
- relevant stakeholder parties within the personal injury sectors to manage personal injury claims effectively

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • collect accurate information during the claims registration process, in particular the return to work (RTW), return to health status of the claim and the nature of the injury • assess claims and determine entitlements and identify any fraud indicators within claim applications • facilitate interaction with relevant stakeholders, demonstrating knowledge of organisation claims processing requirements • interpret and apply relevant legislative requirements regarding claim processing.
Context of and specific resources for assessment	Assessment must ensure: • competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment • access to and the use of a range of common office equipment, technology, software and consumables • access to organisation records • access to organisation policies and procedures.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit: • evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency • observing processes and procedures in workplaces • verbal or written questioning on underpinning knowledge and skills • evaluating samples of work • accessing and validating third party reports.
Guidance information for assessment	

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Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Claim information may include:	• claim form • consultation with the injured person • consultation with relevant parties • dates covered on medical certificates.
Organisation guidelines and codes of practice may include:	• agency of injury • bodily location of injury • claim category (e.g. medical only or temporary disability) • mechanism of injury • nature of injury • occupation of injured person.
Fraudulent and inappropriate behaviour may be from:	• the injured person • service providers.
Stakeholders may include:	• case managers • community groups • employers • health management specialist • injury management adviser • investigation specialist • legal panel • social rehabilitation specialists • technical manger • vocational rehabilitation specialists.
Related parties may include:	• the employer • the family of the injured person.

Unit Sector(s)

Unit sector	Personal injury management

Competency field

Competency field	

Co-requisite units

Co-requisite units		

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