



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FNSPIM406A Develop and maintain knowledge of personal injury management insurance**

Release: 1

## FNSPIM406A Develop and maintain knowledge of personal injury management insurance

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to maintain current knowledge of personal injury management insurance and apply sound industry and product knowledge to current insurance policies and practices.</p> <p>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.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>This unit is appropriate for managers and other specialists within the underwriting area of the personal injury management sector.</p>
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## 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.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Advise clients on the varying characteristics of personal injury management insurance	1.1. The characteristics of <i>personal injury management insurance</i> are identified 1.2. Strengths, weaknesses, terms and conditions of personal injury management insurance are understood and communicated to <i>clients</i> where applicable 1.3. An appropriate promotional strategy is accessed and applied in business activities
2. Determine compliance implications of personal injury management insurance for client	2.1. <i>Compliance implications</i> are established and documented 2.2. Client is provided with all necessary information and documentation as per compliance requirements
3. Maintain current knowledge of the varying characteristics of personal injury management insurance	3.1. Relevant personal injury management insurance is reviewed regularly and any changes to terms and conditions identified and applied in daily work 3.2. Systems for keeping up with changes and maintaining up-to-date knowledge about relevant personal injury management insurance are put in place 3.3. <i>Emerging trends</i> affecting the industry are continually reviewed and applied to knowledge of personal injury management insurance
4. Maintain an understanding of personal injury management premium systems	4.1. Maintain knowledge of how industry <i>classification rates</i> are set and allocated to an employer, and factors affecting industry classification rates 4.2. Maintain knowledge of <i>premium formula</i> , impact of its elements on employer premium and actuarial reasoning behind the formula 4.3. Maintain knowledge of alternate premium options and when and why an employer could use them

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- highly developed communication skills to:
  - determine and confirm information, using questioning and active listening as required
  - interpret client information needs
  - provide clear presentation of complex information
  - liaise with others, share information, listen and understand
  - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
  - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
  - access and update records electronically
  - assess application of data to client needs
  - order and classify information
  - use internet information
- well-developed 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
- organisation skills, including the ability to plan and sequence work

#### Required knowledge

- current personal injury management sector policies and products
- insurance industry trends and developments
- insurance management systems
- insurance promotional programs
- premium classification rates and systems

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>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.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> <li>• interpret and comply with industry and organisation obligations and objectives including relevant legislative requirements</li> <li>• deal with questions relating to all aspects of the business and policy issues that arise for clients</li> <li>• effectively manage policy and product data and information</li> <li>• identify and present on issues of relevance to clients.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• access to and the use of a range of common office equipment, technology, software and consumables</li> <li>• access to organisation records</li> <li>• access to organisation policies and procedures.</li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency</li> <li>• observing processes and procedures in workplaces</li> <li>• verbal or written questioning on underpinning knowledge and skills</li> <li>• evaluating samples of work</li> <li>• accessing and validating third party reports</li> <li>• setting and reviewing workplace projects and business simulations or scenarios.</li> </ul>
<b>Guidance information for assessment</b>	

## Range Statement

<b>RANGE STATEMENT</b>	
<p>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.</p>	
<p><b><i>Personal injury management insurance</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• legislated or voluntary insurance covering worker or personal injury</li> <li>• workers compensation insurance under relevant State or Territory legislation.</li> </ul>
<p><b><i>Clients</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• employers or other policy holders and their representatives</li> <li>• health professionals</li> <li>• insurers.</li> </ul>
<p><b><i>Compliance implications</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• compliance with relevant State or Territory legislation</li> <li>• impact on policy terms and conditions</li> <li>• regulations, standards and codes of practice in relation to personal injury.</li> </ul>
<p><b><i>Emerging trends</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• accident and health</li> <li>• economic</li> <li>• environmental</li> <li>• financial</li> <li>• political.</li> </ul>
<p><b><i>Classification rates</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• calculated rates</li> <li>• industry risk factors by sector and type</li> <li>• predetermined rates by industry sector.</li> </ul>
<p><b><i>Premium formula</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• conditions for variation</li> <li>• pre determined formula.</li> </ul>

## Unit Sector(s)

<b>Unit sector</b>	Personal injury management
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## Competency field

<b>Competency field</b>	
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## Co-requisite units

<b>Co-requisite units</b>		