



Australian Government

FNSILA501 Plan and implement loss investigation

Release: 1

FNSILA501 Plan and implement loss investigation

Modification History

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

Application

This unit describes the skills and knowledge required to use high level analytical, liaison and planning skills to interact with clients, authorities and specialists in coordinating loss investigations that determine the extent of loss, damage or injury.

It applies to individuals who, within their level of responsibility, use specialised knowledge and organisational skills to coordinate a range of activities to ensure thorough and accurate completion of activities.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Insurance loss adjusting

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. Receive instructions from client	1.1 Establish comprehensive terms of reference or instructions that meet requirements of relevant parties prior to engagement 1.2 Promptly advise relevant parties of decisions to accept or reject terms of reference or instructions and reasons for such decisions 1.3 Negotiate, confirm and clearly document acceptable terms and instructions that are within client or organisational policy and legislative guidelines, codes of practice and personal authorities
2. Establish relevant facts	2.1 Thoroughly, systematically and accurately collect facts, evidence and information relevant to circumstances of loss,

ELEMENT	PERFORMANCE CRITERIA
	damage or injury 2.2 Identify information deficiencies and obtain additional from appropriate sources 2.3 Assess validity of loss situation and/or claim fairly and impartially against reported circumstances, available evidence, facts and information 2.4 Determine insurance cover for loss, damage or injury where applicable and review policy conditions to ensure loss falls within policy coverage 2.5 Establish contractual and/or other obligations of each party to circumstances under enquiry 2.6 Accurately and consistently identify fraud indicators 2.7 Organise all relevant facts, evidence and information, and document confidentially into coherent body of case knowledge
3. Plan and implement loss investigation	3.1 Analyse available facts, evidence and information to determine viable course of action and appropriate investigative activities 3.2 Assess investigative activities for appropriateness to loss situation and compliance with relevant legislation, codes of practice, insurers, client, organisational or other guidelines 3.3 Identify and determine requirements for urgent action to protect client interests 3.4 Establish appropriate and confidential channels of communication with clients and other relevant parties 3.5 Establish and maintain professional and cordial relationships with all relevant parties during investigation 3.6 Establish and maintain comprehensive records of investigative activities, methodology and time spent during investigations
4. Preserve evidence	4.1 Progressively collate all evidence gathered, and record promptly and accurately 4.2 Preserve evidence gathered by appropriate means for subsequent assessment and enquiry
5. Liaise with authorities	5.1 Liaise with all appropriate authorities whenever and wherever required 5.2 Receive clearance or authorisation for investigative activities from appropriate authorities, where required, and record promptly
6. Verify and document	6.1 Regularly review facts, evidence and information gathered and

ELEMENT	PERFORMANCE CRITERIA
information	assess for thoroughness and consistency 6.2 Employ all appropriate methods within client, organisational, legislative, code of practice or other guidelines to clarify conflicting evidence or information 6.3 Promptly and accurately document and record investigative actions, procedures and outcomes
7. Appoint specialists	7.1 Promptly and accurately determine need to appoint specialist assistance and convey to client and other relevant parties 7.2 Engage appointed specialists as required and brief thoroughly

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 2.1-2.6, 3.1-3.3, 6.1, 6.2	Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements
Writing	1.1-1.3, 2.5, 2.7, 3.6, 4.1, 5.2, 6.3, 7.1, 7.2	- Accurately records information and writes detailed notes using required format, spelling and grammar, terminology and conventions specific to requirements - Reports specific information logically and revises and updates documentation based on outcomes of action
Oral Communication	1.2, 1.3, 3.5, 5.1, 7.1, 7.2	- Conveys information using language, tone and pace appropriate to the audience and environment - Uses listening and questioning techniques to elicit the views and opinions of others and to confirm understanding
Numeracy	2.3, 2.4, 3.1, 3.6	Interprets numerical and financial information against a range of criteria to calculate and estimate loss
Navigate the world of work	1.3, 2.4, 3.2, 3.4, 6.2	Takes full responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulation
Interact with others	1.2, 1.3, 2.1, 3.4, 3.5, 5.1, 5.2, 7.1	Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationships

		• Elicits feedback and provides feedback to others
Get the work done	1.1, 1.2, 2.1-2.6, 3.1-3.3, 3.6, 4.2, 5.2, 6.1, 6.2, 7.1, 7.2	• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness • Applies systematic and analytical decision-making processes for complex and non-routine situations • Makes critical decisions quickly and intuitively in complex situations, taking into consideration a range of variables, including the outcomes of previous decisions • Monitors progress schedules and reviews and changes them to meet new demands and priorities • Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSILA501 Plan and implement loss investigation	FNSILA501A Plan and implement loss investigation	Updated to meet Standards for Training Packages	Equivalent unit

Links

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