



Australian Government

FNSILA504 Negotiate and effect settlement

Release: 1

FNSILA504 Negotiate and effect settlement

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 identify all available options for settlement and to assist in the settlement process relating to loss situations, damage or injury including dispute resolution in the case of contention within the settlement process.

It applies to individuals in the loss adjusting sector who use specialised knowledge, well-developed organisational skills and strong communication skills to effectively negotiate with a range of personnel. It may be applied within organisations of various sizes and across a range of customer bases.

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. Prepare for negotiation	1.1 Accurately identify all relevant issues and options for settlement in advance 1.2 Obtain additional information to support identified options from relevant sources and parties 1.3 Carry out cost–benefit analysis on various options identified 1.4 Document and accurately prepare settlement options in professional format prior to negotiations, and in accordance with client or organisational policy and guidelines and with relevant

ELEMENT	PERFORMANCE CRITERIA
	legislation or codes of practice
2. Attend meetings with involved parties	2.1 Document and accurately prepare all information and data needed for settlement meetings in professional format prior to meetings 2.2 Arrange and conduct meetings of involved parties in orderly, courteous and professional manner to ensure resolution of issues and settlement 2.3 Accurately document and promptly convey outcomes of meetings between involved parties to clients and all other parties 2.4 Promptly make available, where appropriate, all documents and information processed as part of loss adjustment activities to other involved parties
3. Represent clients in cases where disputation arises	3.1 Represent clients or organisational interests satisfactorily and provide all relevant documents and information to other involved parties 3.2 Manage disputations courteously and professionally to ensure best and most expeditious outcome for clients or organisations at minimum monetary and other costs

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	1.1, 1.2	Critically analyses complex documentation from a variety of sources and consolidates information relating to specific criteria to determine requirements

Writing	1.4, 2.1, 2.3	- Accurately records and completes organisational documents and correspondence using clear language and correct spelling, grammar and terminology - Writes, edits and proofreads reports to ensure clarity of meaning, and accuracy and consistency of information
Oral Communication	1.2, 2.2, 2.3, 3.2	- Participates in verbal exchanges, clearly presenting a case 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	1.3, 1.4, 2.1	Performs calculations and uses mathematical problem-solving techniques to analyse numerical and financial data
Navigate the world of work	1.4, 3.1	Takes full responsibility for following policies, procedures and legislative requirements and identifies the organisational implications of new legislation or regulation
Interact with others	1.2, 2.2-2.4, 3.1, 3.2	- Implements strategies for a diverse range of colleagues and clients to build rapport, foster strong relationships and negotiate positive outcomes - Manages conflict through the recognition of contributing factors and by implementing strategies to resolve it
Get the work done	1.4, 2.1-2.4, 3.1, 3.2	- Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness - Responds intuitively to problems requiring immediate resolution, drawing on past experiences to focus on the cause of a problem - Applies systematic and analytical decision-making processes for complex and non-routine situations - 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
FNSILA504 Negotiate and effect	FNSILA504A Negotiate and effect	Updated to meet Standards for	Equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
settlement	settlement	Training Packages	

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSILA504 Negotiate and effect settlement

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Performance Evidence

Evidence of the ability to:

- undertake a cost–benefit analysis of a loss situation and recommend appropriate action
- apply security practices and principles
- use risk management and minimisation practices
- develop a settlement document with options for consideration
- maintain and apply up-to-date knowledge of the types and categories of insurance policies relevant to loss adjusting.

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

Knowledge Evidence

explain the key features of:

- claims management processes and procedures
 - recovery processes
 - relevant policy coverage and requirements
 - salvage and disposal methods
 - subrogation
 - types and categories of insurance policies
- identify and describe the key features of:
 - insurance and contract law principles
 - loss adjusting principles and practice
 - relevant legislation and industry codes of practice
 - risk management and minimisation principles and techniques.

Assessment Conditions

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

- organisational records
- organisational policy, procedures, legislation and regulations as they relate to contracts of insurance
- common office equipment, technology, software and consumables.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>