



Australian Government

FNSILA509 Provide specialist building loss adjusting advice and services

Release: 1

FNSILA509 Provide specialist building loss adjusting advice and services

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to select techniques and provide appropriate advice and services when loss adjusting building claims. It includes determining liability and extent of loss, and loss mitigation and recovery options for insurance claims for building losses.

The unit applies to individuals working in the loss adjusting sector who use specialised knowledge, analytical skills and techniques to complete their work 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. Users are advised to check with the relevant state and territory regulatory authorities to confirm those 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. Establish facts and options for loss mitigation	1.1 Collect evidence and information required to confirm circumstances of loss or damage for building claim 1.2 Identify information deficiencies and obtain additional information from required sources 1.3 Review insurance policy conditions and determine if loss falls within policy coverage 1.4 Identify and evaluate options for loss mitigation relating to claim
2. Analyse established	2.1 Assess collected evidence and information

ELEMENT	PERFORMANCE CRITERIA
facts	2.2 Assess validity of loss situation and claim against reported circumstances, available evidence and policy specifications
3. Determine extent of loss or damage and establish options for recovery	3.1 Determine extent of liability and loss according to legislative requirements and organisational policies and guidelines 3.2 Identify contributory insurances 3.3 Identify and assess cases for potential subrogation action
4. Communicate with required parties	4.1 Identify the need for specialist assistance 4.2 Convey facts and outcomes to client and other required parties 4.3 Communicate with authorities as required

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Numeracy	• Uses a range of mathematical problem-solving techniques to analyse and estimate numerical and financial data
Oral communication	• Uses active listening and questioning to convey and clarify information and to confirm understanding • Presents information using clear and convincing language, tone and pace appropriate for the audience and purpose
Planning and organising	• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and considers capabilities, efficiencies and effectiveness • Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationships
Problem solving	• Applies systematic and analytical decision-making processes for complex and non-routine situations
Reading	• Analyses and consolidates information and data from a range of sources, against defined criteria and requirements, and checks for accuracy and completeness
Self-management	• Takes responsibility for following policies, guidelines and legislative requirements and identifies organisational implications of new legislation or regulation
Technologies	• Uses digital technologies to access, enter and store information required to complete work tasks
Writing	• Records and completes organisational documents and correspondence using clear language and correct spelling, grammar and terminology

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSILA509 Provide specialist building loss adjusting advice and services

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- provide specialist building loss adjusting advice and services for at least two clients.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative and regulatory guidelines and industry codes of practice relating to job role
- organisational policies and guidelines relating to the provision of specialist building loss adjusting advice and service
- types and features of insurance policies including the scope of cover and key terms and conditions
- loss mitigation measures for building claims
- impacts of building loss on involved stakeholders
- specialist services required for loss adjusting building claims
- role of loss adjuster in managing building claims
- indicators and characteristics of subrogation actions relating to building claims
- techniques required for estimating the extent of loss in building claims
- techniques required for investigating and verifying building claims
- techniques to analyse and estimate numerical and financial data.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- common office equipment, technology, software and consumables

- organisational records
- organisational policies and guidelines.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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