



Australian Government

FNSISV407 Use medical terminology in an insurance context

Release: 1

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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 understand, use and respond to important information involving medical terminology in relation to insurance policies.

It applies to individuals involved in the provision of services in the insurance sector where medical and health considerations are a core function of responsibility.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Insurance services

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. Interpret insurance-based information containing medical terminology	1.1 Receive, interpret and follow written and verbal instructions containing medical terminology 1.2 Read and interpret documentation containing medical terminology 1.3 Seek clarification when necessary
2. Communicate using medical terminology	2.1 Use medical terminology in insurance-based communications with stakeholders 2.2 Spell and pronounce medical terminology correctly 2.3 Seek specialist advice from appropriate authority as necessary 2.4 Use medical abbreviations where appropriate 2.5 Explain medical terminology in simple language to

ELEMENT	PERFORMANCE CRITERIA
	stakeholders

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	Interprets and synthesises complex language and specific medical terminology
Writing	1.3, 2.1-2.5	- Notes specific medical terminology accurately and uses abbreviation conventions where appropriate - Defines and explains specific terms for different audiences using writing conventions appropriate for different stakeholders
Oral Communication	1.3, 2.1, 2.2, 2.3, 2.5	- Articulates complex medical terminology accurately and clearly - Defines specific medical terminology in a way that is appropriate to the target audience
Interact with others	1.3, 2.1, 2.3, 2.5	Selects and uses appropriate conventions and protocols to communicate appropriately with people from diverse backgrounds
Get the work done	1.1	- Follows clearly defined instructions regarding task completion and sequencing - Uses digital technologies to access information required to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSISV407 Use medical terminology in an insurance context	FNSISV407A Use medical terminology in an insurance context	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>