



**Australian Government**

# **FNSISV509 Analyse financial, medical and psychological claims assessments**

**Release: 1**

# FNSISV509 Analyse financial, medical and psychological claims assessments

## 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 arrange financial, medical or psychological assessments to support the claims assessment process and to analyse and report on the results.

It applies to individuals working in job roles involving specialist knowledge and functions in a range of insurance sectors and may be applied to areas of claims assessment involving personal injury, long-term settlement and/or complex claims.

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 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. Establish need to appoint specialist to undertake assessment | 1.1 Review thoroughly, systematically and accurately, the facts, evidence and information, including fraud indicators, relevant to circumstances of loss, damage and injury<br>1.2 Identify promptly and advise client and other relevant parties of need to appoint specialist assistance to undertake financial, medical or psychological assessment |
| 2. Organise financial, medical or psychological                 | 2.1 Engage appointed specialists, as required, and thoroughly brief them on requirements                                                                                                                                                                                                                                                               |

| ELEMENT                                | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| assessments                            | 2.2 Monitor assessment activity progress and report to relevant parties, as appropriate, within set timelines                                                                                                                                                                                                                                                                                                                                                                                                              |
| 3. Analyse data for claims assessments | 3.1 Analyse and assess financial, medical or psychological assessment data for thoroughness and consistency<br>3.2 Use analysis tools to assess financial, medical and/or psychological assessments to calculate loss damages<br>3.3 Assess fairly and impartially validity of loss situation and/or claims against assessment data, and analyse against reported circumstances, available evidence, facts and information<br>3.4 Review insurance cover and policy conditions to ensure loss falls within policy coverage |
| 4. Report results                      | 4.1 Document and report assessment actions, procedures and outcomes, and record promptly and accurately<br>4.2 Ensure reporting includes recommendations on validity of claim and recovery amounts in relation to assessment and other relevant data<br>4.3 Provide stakeholders with accurate and timely advice regarding financial, medical or psychological assessment for claim proceedings                                                                                                                            |

## 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, 2.2, 3.1, 3.3, 3.4 | <ul style="list-style-type: none"> <li>Analyses and consolidates information from a variety of different sources to identify inconsistencies and potential fraud</li> <li>Collates and interprets complex documentation and reviews specific data</li> </ul> |
| Writing            | 2.1, 2.2, 4.1, 4.2, 4.3      | <ul style="list-style-type: none"> <li>Accurately records and completes organisational documents and correspondence using clear language and correct spelling, grammar and terminology</li> </ul>                                                            |
| Oral Communication | 1.2, 2.1, 4.1, 4.3           | <ul style="list-style-type: none"> <li>Interacts effectively in verbal exchanges, using active listening and questioning to convey and clarify information</li> </ul>                                                                                        |

|                      |                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Numeracy             | 3.1, 3.2, 3.3, 4.2               | <ul style="list-style-type: none"> <li>Performs mathematical calculations to check, interpret and confirm numerical information</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Interact with others | 1.2, 2.1, 2.2, 4.1, 4.3          | <ul style="list-style-type: none"> <li>Selects and uses appropriate conventions and protocols when communicating with clients and co-workers in a range of work contexts</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Get the work done    | 1.1, 1.2, 2.1, 2.2, 3.1-3.4, 4.3 | <ul style="list-style-type: none"> <li>Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness</li> <li>Makes critical decisions quickly and intuitively in complex situations, taking into consideration a range of variables including the outcomes of previous decisions</li> <li>Applies systematic and analytical decision-making processes for complex situations</li> <li>Uses digital technologies to access, enter and store information required to complete work tasks</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version                                         | Code and title<br>previous version                                         | Comments                                        | Equivalence status |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------------------|--------------------|
| FNSISV509 Analyse financial, medical and psychological claims assessments | FNSISV509A Analyse financial, medical and psychological claims assessments | 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>