



**Australian Government**

# **FNSISV510 Manage non-routine and complex claims**

**Release: 1**

## FNSISV510 Manage non-routine and complex claims

### 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 manage non-routine and complex insurance claims, including non-standard issues, determination of the business impact and managing all aspects of the claims resolution process.

It applies to individuals working in job roles involving specialist knowledge and functions where skills are needed to manage non-routine and complex insurance claims such as major losses, bodily injury losses, long-term settlement and claims involving legal procedures across international boundaries.

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. Analyse claim to determine validity           | 1.1 Assess validity of claim against organisational and policy acceptance criteria for relevant type and category of policy<br>1.2 Confirm information as accurate, comprehensive and authentic<br>1.3 Seek inclusive validity from specialists for advice where required<br>1.4 Notify reinsurer of any claim immediately |
| 2. Evaluate impact of                            | 2.1 Analyse data relating to extent of loss, damage or injury, and                                                                                                                                                                                                                                                         |

| ELEMENT                                                  | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| claim                                                    | <p>seek and review claim estimates</p> <p>2.2 Compare claim to expected payment projections for product type and determine business impact</p> <p>2.3 Determine strategies to minimise negative impact of any non-routine or complex claim within requirements to meet policy obligations</p> <p>2.4 Determine necessity for urgent action to protect organisational interests</p>                                                 |
| 3. Determine settlement options                          | <p>3.1 Identify settlement options within policy obligations, organisational and legislative requirements</p> <p>3.2 Seek advice on settlement options from appropriate person if required</p>                                                                                                                                                                                                                                     |
| 4. Manage support arrangements to resolve claim          | <p>4.1 Liaise with relevant parties to identify and meet support requirements such as partnering with external experts to ensure clients' needs are met</p> <p>4.2 Manage any legal processes from non-routine or complex claims perspective, including international legal system requirements, if applicable</p> <p>4.3 Employ mediation skills to resolve issues or disputes associated with significant claim, as required</p> |
| 5. Identify any required changes to policy or procedures | <p>5.1 Document circumstances of claim for consideration in portfolio review</p> <p>5.2 Instigate changes to policy and procedures to minimise further loss in similar circumstances, if appropriate</p>                                                                                                                                                                                                                           |
| 6. Report findings and update records                    | <p>6.1 Document actions, procedures and outcomes and record promptly and accurately</p> <p>6.2 Provide stakeholders with accurate and timely advice regarding claim proceedings</p> <p>6.3 Store and maintain finalised claims files according to organisational policy, legislative requirements and codes of practice, as applicable</p>                                                                                         |

## 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, 2.1, 2.2                                    | <ul style="list-style-type: none"> <li>Analyses and consolidates information and data from a range of sources, against defined criteria and requirements, and checks for accuracy and completeness</li> </ul>                                                                                                                                                                                                                                                                                                                                |
| Writing                    | 1.3, 1.4, 3.2, 4.1, 5.1, 5.2, 6.1, 6.2                | <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> <li>Records outcomes of discussions and makes changes to policy documentation using industry relevant terminology</li> </ul>                                                                                                                                                                                                                     |
| Oral Communication         | 1.3, 1.4, 3.2, 4.1, 4.3, 6.2                          | <ul style="list-style-type: none"> <li>Uses active listening and questioning to convey and clarify information and to confirm understanding</li> <li>Presents complex information in formal situations using clear and convincing language, tone and pace appropriate for the audience and purpose</li> </ul>                                                                                                                                                                                                                                |
| Numeracy                   | 2.1, 2.2                                              | <ul style="list-style-type: none"> <li>Performs mathematical calculations to analyse financial information, costs and values to accurately process claims</li> </ul>                                                                                                                                                                                                                                                                                                                                                                         |
| Navigate the world of work | 1.1, 3.1, 4.2, 6.3                                    | <ul style="list-style-type: none"> <li>Follows policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulation</li> <li>Modifies organisational policy and procedures to comply with legislative requirements or organisational goals</li> </ul>                                                                                                                                                                                                                               |
| Interact with others       | 1.3, 1.4, 4.1, 4.3, 6.2                               | <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> <li>Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationships</li> <li>Recognises the diversity in people and manages this diversity to improve workplace relations and practices</li> </ul>                                                                                                        |
| Get the work done          | 1.1, 1.2, 1.3, 2.2, 2.3, 2.4, 3.1, 4.1, 4.2, 5.2, 6.3 | <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>Responds intuitively to problems requiring immediate resolution, drawing on past experiences to focus on the</li> </ul> |

|  |  |                                                                                                                                                          |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | cause <ul style="list-style-type: none"><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 |
|-------------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------|--------------------|
| FNSISV510 Manage non-routine and complex claims | FNSISV510A Manage non-routine and complex claims | Updated to meet Standards for Training Packages.<br>Minor edits to clarify performance criteria. | Equivalent unit    |

## Links

Companion Volume implementation guides are found in VETNet -

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