



Australian Government

FNSISV520 Manage non-routine and complex insurance claims

Release: 1

FNSISV520 Manage non-routine and complex insurance claims

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to manage non-routine and complex insurance claims. It includes non-standard issues, determining the business impact, and managing all aspects of the claims-resolution process.

The unit applies to those who apply specialist knowledge and functions when managing 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. Users are advised to check with the relevant state and territory regulatory authorities to confirm those 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 Validate claim information, check its accuracy and completeness, and assess it against organisational policies and procedures, policy acceptance criteria, and claims guidelines 1.2 Manage sensitivities and protocols relating to privacy and confidentiality of information when handling investigations 1.3 Identify suspicious, fraudulent and non-standard elements of claim 1.4 Seek supporting advice from specialists, as required 1.5 Notify reinsurer of any claim within required timeframes
2. Evaluate impact of	2.1 Analyse data relating to extent of loss, damage or injury, and seek

ELEMENT	PERFORMANCE CRITERIA
claim	and review claim estimates 2.2 Determine strategies to minimise negative impact of any non-routine or complex claim within policy obligations 2.3 Determine necessity for urgent action to protect organisational interests
3. Determine settlement options	3.1 Identify settlement options within policy obligations and according to organisational, legislative and regulatory requirements 3.2 Seek advice on settlement options from appropriate stakeholders, as required 3.3 Prepare statement of claims settlement as required
4. Manage support arrangements to resolve claim	4.1 Liaise with required internal and external stakeholders to identify and meet support requirements 4.2 Manage legal processes associated with claim as required 4.3 Negotiate to resolve any issues or disputes associated with significant claim
5. Finalise claim process	5.1 Recommend continuous improvements to policies and procedures to enhance outcome for insured and organisation 5.2 Provide stakeholders with advice on claim proceedings 5.3 Document claim characteristics, actions, procedures and outcomes according to legislative and organisational requirements

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	Performs mathematical calculations to analyse financial information, costs and values to process claims
Oral communication	- Uses active listening and questioning techniques to convey and clarify information and confirm understanding - Presents complex information in formal situations using clear and convincing language, tone and pace suitable to audience and purpose
Reading	Analyses and consolidates information and data from a range of sources, against defined criteria and requirements
Writing	Records and completes organisational documentation and correspondence using clear language and correct spelling, grammar and terminology

SKILL	DESCRIPTION
	Records required information using industry-related terminology
Planning and organising	- Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others according to capabilities, efficiencies and effectiveness - Makes critical decisions in complex situations, considering a range of variables, including outcomes of previous decisions - Responds to problems requiring immediate resolution, drawing on past experiences to focus on the cause rather than the symptom
Self-management	Recommends modifications to organisational policies and procedures in compliance with legislative requirements and organisational goals
Teamwork	- Selects and uses appropriate conventions and protocols when communicating with clients and colleagues in a range of contexts - Implements strategies for a diverse range of colleagues and clients to build rapport and foster strong relationships
Technology	Uses digital technologies to access, enter and store information

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSISV510 Manage non-routine and complex claims.

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 FNSISV520 Manage non-routine and complex insurance claims

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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:

- manage at least one non-routine and complex insurance claim.

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 requirements, guidelines and industry sector codes of practice as they apply to:
 - insurance contracts
 - Privacy Act
 - insurance claims
 - Collection of Monies
 - Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act
 - Australian consumer law
- organisational policies and procedures, and claims guidelines relating to managing non-routine and complex insurance claims, including protocols for partnering with external stakeholders
- implication of organisational policies and procedures on business objectives, including continuous improvement recommendations to policies and procedures
- key aspects of settlement options and statement of claims
- key aspects of legal processes in a national and international legal environment
- key negotiation methods to resolve issues and disputes
- insurance fundamentals and methods to interpret, comprehend and apply policy wording
- types and categories of insurance policies and insurance trends in non-routine and complex insurance claims.

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:

- organisational records
- organisational policies and procedures, legislation and regulations as they relate to contracts of insurance
- common technology and software required to manage insurance claims.

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

Links

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