



**Australian Government**

# **FNSPIM301 Process benefit payments**

**Release: 1**

## FNSPIM301 Process benefit payments

### 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 generate and process benefit related payments. It encompasses accessing and processing payment information and entering it in the correct format on a data management system to ensure timeframes for payment information are met and appropriate records are maintained.

It applies to individuals who use specialised knowledge and follow structured approaches, using limited discretion and judgement within the claims management function.

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

Personal injury management

### 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. Process payments                              | <p>1.1 Identify classification types in accordance with organisational criteria, industry best practices, and relevant Acts and regulatory requirements</p> <p>1.2 Identify, check and accurately record payment information in accordance with organisational guidelines, and Acts and regulatory requirements</p> <p>1.3 Authorise payments in accordance with payment authority and organisational operating procedures</p> <p>1.4 Generate payments as directed with reference to Acts, regulations, organisational policy and operating procedures and</p> |

| ELEMENT                                                      | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                              | <p>codes of practice, if applicable, within timeframes</p> <p>1.5 Complete payment documents identifying relevant details in accordance with legislation and regulatory requirements</p> <p>1.6 Adhere to payment authority delegations and limits in accordance with organisational policy and procedures</p>        |
| 2. Finalise claims payment information to facilitate payment | <p>2.1 Finalise and enter payment information on system to prompt payment where required</p> <p>2.2 Despatch claims payment data and/or payments within required timeframes</p> <p>2.3 Copy and file electronic and/or hard copy documents for auditing purposes according to organisational operating procedures</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                    | 1.1-1.3              | <ul style="list-style-type: none"> <li>Interprets textual information from a variety of sources and consolidates relevant related information</li> </ul>                                                                                                                                                          |
| Writing                    | 1.2, 1.5             | <ul style="list-style-type: none"> <li>Accurately records information and completes documentation using required format, terminology and conventions specific to organisational requirements</li> </ul>                                                                                                           |
| Oral Communication         | 1.2, 1.3             | <ul style="list-style-type: none"> <li>Participates in verbal exchanges using clear language and questioning and active listening to determine and confirm information</li> </ul>                                                                                                                                 |
| Numeracy                   | 1.1-1.6, 2.1, 2.2    | <ul style="list-style-type: none"> <li>Performs mathematical calculations to check accuracy of claim data</li> </ul>                                                                                                                                                                                              |
| Navigate the world of work | 1.1-1.6, 2.2, 2.3    | <ul style="list-style-type: none"> <li>Recognises and follows relevant legislative requirements, protocols, policies and procedures and meets expectations associated with own role</li> </ul>                                                                                                                    |
| Get the work done          | 1.1-1.6, 2.1-2.3     | <ul style="list-style-type: none"> <li>Organises work according to defined requirements, using some analytical processes, taking responsibility for decisions and sequencing tasks to achieve efficient outcomes</li> <li>Uses the main features and functions of digital tools to complete work tasks</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version  | Code and title<br>previous version  | Comments                                                                                                                        | Equivalence status |
|------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--------------------|
| FNSPIM301 Process benefit payments | FNSPIM301A Process benefit payments | Updated to meet Standards for Training Packages. Industry updates.<br><br>Minor rewording and ordering of 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>

## Assessment Requirements for FNSPIM301 Process benefit payments

### Modification History

| Release   | Comments                                                                              |
|-----------|---------------------------------------------------------------------------------------|
| Release 1 | This version first released with FNS Financial Services Training Package Version 1.0. |

### Performance Evidence

Evidence of the ability to:

- process and finalise benefit or claim payments following organisational policy and procedures and regulatory requirements, including:
  - access and process payment information
  - enter data in the correct format in the data management system
  - ensure organisational timeframes are met
  - maintain appropriate records.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

### Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe details of organisational payment types and claims classifications, including a knowledge of codes for entering data
- describe the key features and relevance to processing benefit payments of:
  - appropriate legislation and industry regulations
  - relevant codes of practice
  - organisational operating procedures.

### Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the personal injury management field of work and include access to:

- office equipment, technology, software and consumables
- organisational records, policy and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

## Links

Companion Volume implementation guides are found in VETNet -

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