



Australian Government

Assessment Requirements for FNSPIM302 Determine claim liability

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.

Performance Evidence

Evidence of the ability to:

- receive and clarify information and determine the status of a claim using organisational guidelines and regulatory requirements
- document liability decision using organisational guidelines, and demonstrating knowledge of relevant Acts and regulations and organisational policies and procedures
- analyse information to draw meaningful conclusions and determine correct action.

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:

- interpret and describe the key features of insurance policies, reports and related documents
- describe the key analysis and research methods used to determine claim liability
- categorise data into meaningful terms
- outline the major steps in claim liability decision-making processes
- describe the key features relevant to determining claim liability of:
 - insurance policies, reports and related documents
 - organisational claims processing software
 - organisational operating procedures
 - relevant workers compensation, personal injury Acts and regulatory requirements.

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>