



Australian Government

FNSPIM304 Assess and determine ongoing entitlements

Release: 1

FNSPIM304 Assess and determine ongoing entitlements

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 assess personal injury claims including assessing and determining claim liability, identifying potential fraud indicators and facilitating interaction with stakeholders to determine the outcome of a claim.

It applies to individuals who use specialised knowledge and follow structured approaches using discretion and judgement within the limits of their authority and relevant to 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. Assess claim and determine liability	1.1 Gather claim information from a range of sources in accordance with organisation guidelines and legislative requirements 1.2 Review validity of claim in accordance with organisation and legislative requirements 1.3 Return invalid claims or information to claimant for correction 1.4 Enter claims into organisation claims management system in accordance with organisation guidelines, codes of practice and time requirements

ELEMENT	PERFORMANCE CRITERIA
	1.5 Refer claim to appropriate risk assessment area in accordance with organisation delegation authorities
2. Identify potential risk indicators	2.1 Identify areas of risk within claim from the injured person or the service provider 2.2 Use information collected during the claims registration process to assess the risk of the claim 2.3 Follow organisational procedures and use appropriate tools to identify and manage risks factors that may escalate 2.4 Follow organisation procedures for escalation
3. Facilitate interaction and consult with stakeholders	3.1 Plan and implement strategies in consultation with stakeholders 3.2 Document referral process with stakeholders' involvement 3.3 Record stakeholder interaction in accordance with legislative and organisation standards 3.4 Record agreed actions and undertakings as outlined by stakeholders 3.5 Identify and document contingency and corrective action plans 3.6 Determine medical liability in consultation with stakeholders and related parties 3.7 Prepare case for conference in accordance with organisation guidelines 3.8 Undertake agreed actions as a result of conferencing

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	1.2, 1.4, 2.1, 2.2	Compares and interprets information from a variety of sources to determine and adhere to requirements
Writing	1.4, 1.5, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7	- Records key information relevant to enquiry and prepares documentation using clear language including correct terminology, spelling and grammar - Uses language and concepts appropriate for the audience to convey and clarify explicit information

		and requirements
Oral Communication	3.1, 3.2, 3.6	- Participates in verbal exchanges with a range of personnel - Uses active listening and questioning techniques to determine, clarify and confirm information
Navigate the world of work	1.1, 1.2, 1.4, 1.5, 2.3, 2.4, 3.1-3.4, 3.6, 3.7	- Recognises and follows relevant legislative requirements, referral and delegation procedures, organisation policies and procedures and meets expectations associated with own role - Takes steps to source information in order to develop knowledge and understanding relevant to work role
Interact with others	3.1, 3.6	Uses collaborative techniques to liaise with others and elicit and share information
Get the work done	1.1, 1.2, 1.4, 1.5, 2.1-2.4, 3.1, 3.5, 3.6, 3.8	- Plans a range of routine and non-routine work tasks according to defined requirements accepting defined goals and aiming to achieve them efficiently - Uses systematic, analytical problem solving processes in complex, routine and non-routine situations gathering information and identifying and evaluating options against agreed criteria - Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM304 Assess and determine ongoing entitlements	FNSPIM304A Manage claims	Updated to meet Standards for Training Packages. Revised title and edits to performance criteria to clarify unit intent.	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 FNSPIM304 Assess and determine ongoing entitlements

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Performance Evidence

Evidence of the ability to:

- collect accurate information during the claims registration process, in particular the return to work (RTW), return to health status of the claim and the nature of the injury
- assess claims, determine entitlements and identify any fraud indicators within claim applications
- facilitate interaction with relevant stakeholders, demonstrating knowledge of organisational claims processing requirements
- interpret and apply relevant legislative requirements regarding claims processing.

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:

- explain the operations of organisational claims management information technology systems
- describe the key features of organisational policy and procedures as they relate to the capture, processing and management of personal injury claims
- identify a range of potential risk and fraud indicators relevant to personal injury claims
- describe the key features of relevant personal injury legislation
- identify and describe the key roles of relevant stakeholder parties within the personal injury sectors to manage personal injury claims effectively.

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

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