



Australian Government

FNSPIM407 Register policy

Release: 1

FNSPIM407 Register policy

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 effectively assess and register a personal injury insurance policy.

It applies to individuals who have well-developed skills and specific knowledge of the underwriting sector. They often work independently, within their scope of authority and have responsibilities for accurately managing information.

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. Classify service requests	1.1 Acknowledge client's enquiry to enable delivery of service in accordance with organisational operating procedures and legislative requirements 1.2 Gather client information to enable appropriate action to be taken 1.3 Take appropriate action, including providing cover note, quotation or further information on first contact, and update records according to organisational procedures and legislative requirements 1.4 Advise client on action taken in timely manner, in appropriate

ELEMENT	PERFORMANCE CRITERIA
	form and style and in unambiguous way
2. Check application form for completion	2.1 Check application form thoroughly according to organisational procedures and legislative requirements 2.2 Determine and address further information requirements according to organisational procedures and legislative requirements
3. Conduct environmental scan	3.1 Identify appropriate sources of further information to enable efficient collection of further data 3.2 Protect confidentiality of parties from which further information is obtained 3.3 Obtain all further information within specified timeframes 3.4 Assess information to determine predominant activity 3.5 Clarify any issues with client 3.6 Assign most appropriate industry classification
4. Enter data into system to calculate premium	4.1 Accurately cross-check information to verify input data 4.2 Clearly and accurately record information on register following organisational procedures and legislative requirements 4.3 Send policy information to relevant parties within timeframes to comply with legislation and organisational communication procedures

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, 3.1, 3.3, 3.4, 4.1	Researches, interprets and consolidates information from a range of sources to meet requirements
Writing	1.1, 1.3, 1.4, 3.4, 3.5, 4.2	- Uses language, concepts and terminology appropriate to the audience and purpose to convey and clarify explicit information and requirements - Completes documentation accurately, following organisational procedures and protocols

Oral Communication	1.4, 3.5	Participates in verbal exchanges using active listening and questioning to convey and clarify information
Numeracy	1.2, 1.3, 3.3, 4.3	Interprets and accurately records numerical information and adheres to timeframes to meet requirements
Navigate the world of work	1.1, 2.1, 3.2, 4.2, 4.3	Recognises and responds to legislative requirements, protocols, policies and procedures and meets expectations associated with own role
Get the work done	1.1, 1.2, 1.3, 1.4, 2.2, 3.1, 3.3, 3.4, 3.5, 4.1, 4.2, 4.3	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes - 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
FNSPIM407 Register policy	FNSPIM407A Register policy	Updated to meet Standards for Training Packages	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 FNSPIM407 Register policy

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Performance Evidence

Evidence of the ability to:

- assess and register a personal injury insurance policy
- deal with questions relating to procedures of the business and policy registration issues that arise for clients
- effectively research business and industry data and information
- manage and maintain accurate data on organisational information systems.

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 the key features of industry and organisational systems and processes for policy registration
- analyse and describe the key aspects of legislation and organisational and industry codes of practice relating to confidentiality and privacy
- identify sources of information on organisational and business activities.

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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