



Australian Government

FNSPIM512 Negotiate settlements for medical indemnity claims

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to negotiate and settle claims within a medical indemnity context. It involves liaison and negotiation with key stakeholders to determine an agreed settlement.

It applies to individuals who use specialised legal and medical knowledge to make judgements within their level of responsibility. They work independently and in teams and take responsibility for settling claims within a structured organisational framework.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

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. Prepare terms and conditions of settlement	1.1 Review analysis of claims information in files and organisational systems relating to causation and liability 1.2 Review calculations used to determine quantum including settlement amount and adjust if necessary based on case notes and previous relevant cases 1.3 Identify and assess settlement options to determine the most cost effective course of action according to organisational guidelines 1.4 Seek advice on settlement options with technical and/or legal advisors if required 1.5 Determine settlement terms, within limits of delegated authority,

ELEMENT	PERFORMANCE CRITERIA
	that meet legislative obligations and organisational and government policy requirements
2. Negotiate settlement terms and conditions	2.1 Prepare and accurately document settlement terms and conditions prior to negotiations according to organisational policies and procedures and relevant legislation 2.2 Negotiate settlement terms and conditions with key stakeholders, working with legal advisers if required, according to regulatory obligations and organisational policies and procedures 2.3 Make adjustments to settlement terms and conditions if required
3. Manage cases where litigation or disputation arises	3.1 Refer settlements that cannot be agreed to mediation or legal adviser or provider according to organisational procedures 3.2 Prepare instructions for legal adviser or provider using organisational templates and guidelines 3.3 Provide all relevant documents and information to involved parties according to legal or court requirements 3.4 Manage disagreements promptly and professionally to achieve the best outcome at minimum financial and other costs
4. Monitor settlement progress and finalise medical indemnity claim	4.1 Monitor progress of all claims negotiations using calendar and organisational tools 4.2 Provide stakeholders with accurate and timely advice regarding claim negotiations and proceedings 4.3 Obtain agreement on settlement and discharge or close the claim to ensure potential for further liability is eliminated 4.4 Document cases thoroughly and accurately and update all records according to organisational procedures and regulatory requirements

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
	1.1, 1.2	Gathers, analyses and interprets simple to complex information from a range of sources and identifies relevant information

Reading		and actions
Writing	2.1, 2.2, 3.2, 4.2, 4.4	• Produces texts of varying complexity using appropriate language, legal terminology and logical sequence to convey and record information accurately and effectively • Writes, edits and proofreads case instructions to ensure clarity of meaning and accuracy and consistency of information
Oral Communication	2.2, 4.2	• Uses clear, specific language and correct medical and legal terminology to convey information and achieve required outcomes
Numeracy	1.2, 1.3	• Uses mathematical operations to perform financial calculations
Navigate the world of work	1.5, 3.3	• Recognises and follows legislative requirements, explicit and implicit protocols, policies and procedures and meets expectations associated with own role
Interact with others	1.4, 2.2, 3.4	• Selects and uses appropriate communication conventions and protocols to liaise with others • Manages conflict through the recognition of contributing factors and by implementing strategies to resolve it
Get the work done	1.5, 2.3, 3.1, 4.1-4.3	• Applies systematic decision-making processes for complex and non-routine situations • Organises, plans and sequences work activities • Uses a range of digitally based technologies to access, extract and manage relevant information to achieve required outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM512 Negotiate settlements for medical indemnity claims	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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