



Australian Government

Department of Education, Employment and Workplace Relations

FNSLOSS502B Evaluate collected information

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the functions involved in assessing and analysing evidence and data relating to a loss situation, and determining the extent of loss, damage or injury.

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Application of the Unit

This unit requires the application of diagnostic and mathematical skills to determine liability and extent of loss. It relates to the analysis of information obtained through loss investigation and includes evaluation of recovery rights and success.

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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements. The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the Element. **Bold, italicised** terms are elaborated in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

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Elements and Performance Criteria

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Element	Performance Criteria
1 Determine whether loss is covered by insurance or other criteria	1.1 Relevant evidence, facts and information are collected accurately and thoroughly 1.2 Insurance policy/policies conditions are reviewed to determine whether loss falls within policy coverage
2 Apply and analyse established facts	2.1 Validity of claim is assessed against reported circumstances and policy specifications 2.2 Fraud indicators are identified accurately and consistently 2.3 Appropriate analysis techniques are applied and data is prioritised and assessed thoroughly 2.4 Data analysis techniques and procedures are documented and recorded promptly and accurately
3 Determine extent of loss/damage/injury	3.1 Extent of liability and loss is determined against available evidence and facts and in accordance with legislative and/or insurers, or client, or company policy and guidelines 3.2 Extent of loss/damage determined is consistent with the assessment of and nature of claim and is within legislative, insurers, client or company constraints
4 Establish recovery rights	4.1 All other contributory insurances are identified 4.2 All cases for potential subrogation action are

identified and assessed

- 4.3 **Sources** and **rights of recovery** are identified and likelihood of recovery success is evaluated
- 4.4 Recovery demands are correctly issued where necessary

Required Skills and Knowledge

REQUIRED KNOWLEDGE&SKILLS

Knowledge requirements include:

knowledge of the insurance industry
contract and commercial law principles
insurance law relevant legislation and industry codes of practice
types/categories of insurance policies
policy coverage/requirements
loss adjusting principles and practice
claims management
principles of cost estimating
salvage methods
recovery
subrogation
insurable interest
contribution
data analysis techniques/procedures
business mathematics and statistics

Skills requirements include:

analytical, evaluative and deductive reasoning
problem solving
calculation and estimating
data analysis techniques/procedures
record keeping
communication and listening skills
time management
using computer databases, member/client databases and telecommunication devices
maintaining currency of industry products and services knowledge

Evidence Guide

EVIDENCE GUIDE

Assessment of performance requirements in the unit should be undertaken in an industry context. The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for the unit. Competency is demonstrated by performance of all stated criteria including the Range Statement applicable to the workplace.

Overview of assessment requirements

To achieve competency in this unit, a person must be able to demonstrate:

thorough knowledge of types and categories of insurance policies, industry codes of practice and relevant legislation

loss adjusting principles and practice

data analysis and evaluation techniques

Critical aspects of evidence

Evidence required for demonstration of consistent performance:

Competency is demonstrated by performance of all stated criteria including the Range Statement applicable to the particular workplace environment and should cover all necessary knowledge and skills requirements.

Delivery/assessment relationship to other units:

This unit may be assessed independently, however demonstration of competency in the following unit is a prerequisite:

FNSLOSS501B Plan and implement loss investigation.

Assessment requirements

Method of assessment:

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and other methods as required.

Context of assessment:

Assessment of performance requirements in this unit should be undertaken within the financial services industry context and should cover aspects of personal/financial responsibility and accountability.

Aspects of competency, including the attainment of relevant knowledge and skills, may be assessed in a relevant workplace, a closely simulated work environment, or other appropriate means that clearly meet industry competency requirements.

Resources required for assessment:

This unit may involve simulation equipment, facilities for workplace or simulated environment assessment, availability of qualified assessors.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. If **bold italicised** text is shown in Performance Criteria, details of the text are provided in the Range Statement.

Types and categories of insurance policies include:

domestic
multi risk
defined events
accidental damage
liability
additional benefits
travel
other personal lines
commercial
fire and perils
business interruption

package contracts
Industrial Special Risks (ISR)
construction risks
machinery breakdown
boiler explosion
transit
sprinkler leakage
burglary/theft
money
fidelity
livestock
crop

Liability includes:

public
products professional indemnity
directors and officers
construction
environment
pollution
broadform

Relevant legislation may include:

Insurance Contracts Act
Insurance Agents and Brokers Act
Consumer Credit Code
Privacy Act
Contracts Law
Trade Practices Act
secrecy laws

industry codes of practice
occupational health and safety (OH&S)
environmental
building or construction
hazardous materials
motor vehicle

Client or company policy and guidelines may include:

policies and procedures in relation to risks
claims
loss
loss recovery
codes of practice
clerical
information technology and administrative systems
complaints and dispute resolution procedures
Australian Institute of Chartered Loss Adjusters (AICLA) Charter of Objects and Professional Conduct

Sources of recovery may include:

liable parties
sale of goods
salvage and disposal
other insurers

Rights of recovery may include:

subrogation
salvage
reinsurance
contribution
industry agreements

Documentation may include:

reference to all evidence/information considered
reasons for adopting/incorporating certain evidence/ information preferred over other evidence/information
the basis on which the decision was determined

The insurance industry should adopt a range of improved consumer protection policies and practices with respect to its use of genetic information (including family history) for underwriting purposes. New laws and practices should ensure that: genetic information is only used in a scientifically reliable and actuarially sound manner; reasons are provided for any unfavourable

underwriting decision; industry complaints handling processes are strengthened and extended to cover underwriting decisions; and industry education and training about genetics are improved.

Unit Sector(s)

Not applicable.

Relationship to other units

This unit replaces FNSLOSS502A.

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