



Australian Government

Department of Education, Employment and Workplace Relations

FNSIBK404A Provide a claims service to an insurance broking client

Revision Number: 1

FNSIBK404A Provide a claims service to an insurance broking client

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to provide an insurance claims service in an insurance broking context. This unit is applicable to individuals working within enterprises and job roles subject to licensing, legislative, regulatory or certification requirements including legislation administered by the Australian Securities and Investments Commission (ASIC).
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Application of the Unit

Application of the unit	This unit applies to insurance broking roles and may be applied within organisations of various sizes and across a range of customer bases.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Register claim	1.1. Comprehensive and detailed recording system is established to register claims that meet the terms of relevant business guidelines 1.2. Claims recording system is regularly and accurately updated to minimise processing delays
2. Advise insurers	2.1. Claim reports are made formally within organisation operating time requirements 2.2. Formal acknowledgment of claims receipt is immediately sought from insurers 2.3. Appointment of a loss adjuster is established immediately
3. Complete necessary documentation	3.1. When required claim forms and other required documentation are requested without delay 3.2. Assistance is supplied to client to complete claims documentation, when required, to ensure full and accurate information is available to insurers in assessment of the claim 3.3. Claims documentation is checked for errors and omissions to ensure accuracy
4. Reinstate sum insured	4.1. Insurer, where required, is formally requested to reinstate sum insured 4.2. Client is advised whether the sum insured has been reinstated
5. Advise client of rights and obligations	5.1. Terms and conditions of the insurance policy are reviewed with the client to ensure the maximum claims recovery is sought 5.2. Client is provided with advice on administration of the claims to ensure no breach of contract occurs and claims are managed efficiently 5.3. Client is advised of appropriate legislative requirements to protect the client's interests
6. Liaise with service providers	6.1. Need for independent service providers with the range of expertise required for the claim is identified where settlement authority exists 6.2. Suitable service provider is selected based on client's instructions where settlement authority exists 6.3. Service provider is thoroughly briefed to ensure any investigation is comprehensive where settlement authority exists 6.4. Report of the independent service provider is

ELEMENT	PERFORMANCE CRITERIA
	obtained, reviewed and assessed within agreed timeframes where settlement authority exists 6.5. Contact with insurer's service provider is maintained to ensure reports and issues are dealt with promptly
7. Notify terms of settlement to client	7.1. Details of insurer's settlement offer are prepared with recommendations for client review and acceptance without delay 7.2. Client response to settlement offer is obtained and acted on without delay 7.3. Settlement funds are remitted to client within terms of legislative requirements and business policy and procedures
8. Update relevant files and records	8.1. Business records are updated without delay according to business policy and guidelines

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- well-developed communication skills to:
 - negotiate with clients and others
 - determine and confirm information, using questioning and active listening techniques
 - liaise with others, share information, listen and understand
 - write clear and concise reports
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - perform calculations related to achieving required outcomes
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - access and update records electronically
 - access web-based information services
- literacy skills to read and interpret documentation from a variety of sources and record and consolidate relevant related information and maintain currency of industry products and services knowledge
- research and analysis skills for accessing and interpreting relevant information
- interpersonal skills
- organisational skills, including the ability to plan and sequence work

Required knowledge

- broking systems and procedures
- insurance contract terms and conditions
- insurance products and procedures
- relevant legislation

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • apply fund procedures.
Context of and specific resources for assessment	Assessment must ensure: • competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment • access to and the use of a range of common office equipment, technology, software and consumables • access to organisation records • access to organisational policies and procedures.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit: • evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency • observing processes and procedures in workplaces • verbal or written questioning on underpinning knowledge and skills • evaluating samples of work • accessing and validating third party reports • setting and reviewing workplace projects and business simulations or scenarios.
Guidance information for assessment	

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that 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) may also be included.

Claims may include:

- casualty
- consequential loss
- employee benefits
- liability
- personal injury
- property loss
- third party injury.

Service providers may include:

- accountants
- engineers
- legal professionals
- loss adjusters
- management consultants
- medical practitioners
- risk managers
- specialist technical experts
- surveyors
- valuers.

Business records may be:

- manual or electronic.

Unit Sector(s)

Unit sector

Insurance broking

Competency field

Competency field	
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Co-requisite units

Co-requisite units		