



Australian Government

Department of Education, Employment and Workplace Relations

FNSILA502A Evaluate collected information

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to apply diagnostic and mathematical skills to determine liability and extent of loss. It encompasses analysis of information obtained through loss investigation and includes evaluation of recovery rights and success relating to a loss situation, and determining the extent of loss, damage or injury. 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 job roles in the loss adjusting sector 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	

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. 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 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 organisation policy and guidelines 3.2. Extent of loss/damage determined is consistent with the assessment of and nature of claim and is within legislative, insurer, client or organisation 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
• business mathematics and statistics • claims management • data analysis techniques/procedures • insurable interest • loss adjusting principles and practice • policy coverage/requirements • principles of cost estimating, recovery and salvage methods • relevant contract and commercial law principles • relevant insurance law legislation and industry codes of practice • subrogation • types/categories of insurance policies

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:

- maintain and use thorough knowledge of types and categories of insurance policies, industry codes of practice and relevant legislation
- apply loss adjusting principles and practice
- effectively use data analysis and evaluation techniques.

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.

Types and categories of ***insurance policies*** include:

- accidental damage
- additional benefits
- boiler explosion
- burglary/theft
- business interruption
- commercial
- construction risks
- crop
- defined events
- domestic
- fidelity
- fire and perils
- Industrial Special Risks (ISR)
- liability
- livestock
- machinery breakdown
- money
- multi-risk
- other personal lines
- package contracts
- sprinkler leakage
- transit
- travel.

Documentation may include:

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

Liability includes:

- broadform
- construction
- directors and officers
- environment
- pollution

RANGE STATEMENT	
	• products • professional indemnity • public.
Relevant legislation may include:	• building or construction • Consumer Credit Code • contract law • environmental • hazardous materials • Insurance Agents and Brokers Act • Insurance Contracts Act • motor vehicle • occupational health and safety (OHS) • Privacy Act • secrecy laws • Trade Practices Act.
Client or organisation policy and guidelines may include:	• Australasian Institute of Chartered Loss Adjusters (AICLA) Charter of Objects and Professional Conduct • claims • clerical • codes of practice • complaints and dispute resolution procedures • information technology and administrative systems • loss • loss recovery • policies and procedures in relation to risks.
Sources of recovery may include:	• liable parties • other insurers • sale of goods • salvage and disposal.
Rights of recovery may include:	• contribution • industry agreements • reinsurance • salvage • subrogation.

Unit Sector(s)

Unit sector	Insurance loss adjusting
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		