



Australian Government

Department of Education, Employment and Workplace Relations

FNSILA503A Report findings and provide guidance to involved parties

Revision Number: 1

FNSILA503A Report findings and provide guidance to involved parties

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to report on loss investigation findings and provide guidance and information to involved parties on issues such as recovery, subrogation and legal positions. 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		

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. Report findings	1.1. Relevant evidence, facts and information gathered during investigative activities are documented, prepared into reports and promptly forwarded to all involved parties 1.2. Reports are prepared thoroughly, accurately and in a professional format according to client or organisation policy and guidelines, relevant legislation or codes of practice 1.3. Documented reports are updated periodically to accurately reflect the current status of the investigation and to identify a range of options relating to the investigation 1.4. Cost-benefit analysis is carried out on the various options identified and is documented in reports 1.5. Where necessary, involved parties are personally briefed or have opportunities to discuss the reports
2. Provide interim information and guidance to involved parties	2.1. Involved parties are informed accurately and thoroughly on aspects of security, loss prevention, risk and risk management strategies 2.2. Involved parties are promptly and accurately informed on matters of loss mitigation and estimates of potential liability 2.3. Prompt information and guidance is given to clients and other parties on their legal position and potential to incur liabilities as a result of the loss, damage or injury 2.4. Guidance provided is based on objective assessment of client needs and risk exposure factors
3. Provide information and guidance regarding salvage/disposal to involved parties	3.1. All cases for potential subrogation action are identified and assessed 3.2. Methods of salvage/disposal and potential returns from such are identified and evaluated, and clients informed on appropriate steps to preserve salvageable materials

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:
 - interview, consult and negotiate with clients and others
 - determine and confirm information, using questioning and active listening as required
 - make effective presentations
 - liaise with others, share information, listen and understand
 - 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
- well-developed literacy skills to read and interpret documentation from a variety of sources and record and consolidate relevant related information
- research and analysis skills for accessing and interpreting relevant information
- organisational skills, including the ability to plan and sequence work
- analytical, evaluative and deductive reasoning skills

Required knowledge

- claims management processes
- insurance and contract law principles
- loss adjusting principles and practice
- policy coverage/requirements
- recovery processes
- relevant legislation and industry codes of practice
- risk management/minimisation principles and techniques
- salvage/disposal methods
- 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: • apply thorough knowledge of types and categories of insurance policies, industry codes of practice and relevant legislation • follow loss adjusting practices and principles • comply with security practices and principles • apply risk management/minimisation practices.
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.

Documentation may include:

- interview records
- legal/government/professional/other documents
- meeting notes
- minutes
- official/general/other correspondence
- reasons for adopting/incorporating certain evidence/information preferred over other evidence/information
- records of telephone conversations
- reference to all evidence/information considered
- reports from others such as loss adjusters/assessors/insurers/medical providers and others
- the basis on which the decision was determined
- time sheets.

Involved parties may include:

- broker or agent
- client
- consultants
- government or statutory authorities
- insured
- insurer
- legal or other practitioners
- manufacturers
- medical
- mortgagee
- principal
- subcontractor
- suppliers
- third party
- trustee.

Client or organisation policy and guidelines may include:

- Australasian Institute of Chartered Loss Adjusters (AICLA) Charter of Objects and Professional Conduct
- claims
- clerical

RANGE STATEMENT	
	• codes of practice • complaints and dispute resolution procedures • information technology and administrative systems • loss • loss recovery • policies and procedures in relation to risks.
Range of options may include:	• continuation • expansion • legal proceedings • recovery • salvage/disposal • settlement • specialist assistance • termination of investigation • write-off.
Risks may be:	• casualty • consequential loss • employee benefits • injury • intangible • liability • property • tangible.
Risk management strategies may include:	• acceptance of risk • avoidance • identification • monitoring • reduction • transfer.
Liability may include:	• claims for damages • claims for payments • death or disability of staff member or others • dependency payments • fines • legal proceedings • loss of licence • medical expenses • motor vehicle accident • other authority • pain and suffering

RANGE STATEMENT	
	• pecuniary loss • third party claims.
<i>Risk exposure factors</i> vary:	• according to value and type of product/service, and potential impact on the organisation and environment.

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		