



Australian Government

Department of Education, Employment and Workplace Relations

FNSISV405A Analyse insurance claims

Revision Number: 1

FNSISV405A Analyse insurance claims

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to analyse insurance claims including researching and validating the claim information and maintaining records and lines of communication. 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 underwriting or claims job roles in a range of insurance sectors 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. Collect and organise information relating to claim	1.1. All relevant information is obtained to determine whether a valid claim exists (liability) 1.2. Relevant information is organised into a coherent and valid body of case knowledge 1.3. Confidentiality of information is maintained according to legislative requirements and industry principles as appropriate 1.4. Any information deficiencies are identified, and additional information is sought from appropriate sources
2. Research claim and validate claim information	2.1. Claims information is checked to determine legitimacy of claim, including validity of the policy, and whether the claimant is eligible to claim on the policy 2.2. Needs for investigation/further information are identified and appropriate service provider/s are appointed where necessary 2.3. Information is provided to reinsurers, if applicable 2.4. Investigation and research are undertaken within established claims management criteria and authorities 2.5. Progress of investigation is monitored, if applicable 2.6. All missing information, abnormalities or classification uncertainties are referred to an appropriate authority
3. Maintain records and lines of communication	3.1. Regular contact is maintained with the relevant parties to ensure that they are aware of the current status of the claim and are actively participating in the process 3.2. Information which impacts on the policy is communicated promptly to the underwriter 3.3. Diary system is maintained regularly and accurately and timelines adhered to

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:
 - determine and confirm information, using questioning and active listening as required
 - relate effectively to customers
 - 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
- self-management skills for complying with ethical, legal and procedural requirements research and analysis skills for accessing and interpreting relevant information
- organisational skills, including the ability to plan and sequence work

Required knowledge

- industry sector and organisation policy wording
- industry sector compliance requirements
- organisation IT and communications systems
- organisation policy, procedures, underwriting guidelines and authorities
- product knowledge
- relevant common law, legal systems and procedures, relevant acts

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:

- interpret and comply with industry and organisation obligations and objectives
- effectively analyse and interpret data.

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 organisation 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.

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.

<i>Liability</i> may involve:	• motor vehicle accident, dependency payments, journey/third party, pecuniary loss, loss of goods, weekly payments, medical expenses, death of a worker, claim made after worker ceases employment and others.
<i>Service providers</i> may include:	• accountants • assessors • auditors • engineers • investigators • medical advisers • private investigators • surveyors • and others as required.
<i>Relevant parties</i> may include:	• claims assessors • compensation authority • employer and industry associations • insurance brokers • investigators • legal service providers • medical and like providers • risk management consultants • self insurer • solicitors • the authorised insurer • the community • the customer • the employer • the worker • union • witnesses.

Unit Sector(s)

Unit sector	Insurance services
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		