



Australian Government

Department of Education, Employment and Workplace Relations

FNSISV407A Use medical terminology in an insurance context

Release: 1

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Modification History

Release	Comments
Release 1	This Unit of Competency first released with <i>FNS10 Financial Services Training Package version 3.0</i> .

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to understand, use and respond to important information involving medical terminology in relation to insurance policies.

Application of the Unit

This unit applies to those involved in the provision of services in the insurance sector where medical and health considerations are a core function of responsibility.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>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.</i>

Elements and Performance Criteria

1. Interpret insurance-based information containing medical terminology	1.1 Receive, interpret and follow written and verbal instructions containing medical terminology 1.2 Read and interpret documentation containing medical terminology 1.3 Seek clarification when necessary
2. Communicate using medical terminology	2.1 Use medical terminology in insurance-based communications with stakeholders 2.2 Spell and pronounce medical terminology correctly 2.3 Seek specialist advice from appropriate authority as necessary 2.4 Use medical abbreviations where appropriate 2.5 Explain medical terminology in simple language to stakeholders

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - liaise and share medical information with others
 - communicate appropriately with people from diverse backgrounds about medical information
 - use and pronounce medical terminology correctly
 - understand, clarify and explain information containing medical terminology
- IT skills to access web-based information services
- learning skills to research and increase medical terminology knowledge
- numeracy skills to read and interpret medical data, statistics, signs and symbols
- reading skills to:
 - read and understand medical information
 - read and understand medical abbreviations
- writing skills to:
 - accurately prepare documentation containing medical terminology
 - spell medical terminology correctly.

Required knowledge

- the ability to apply and explain as relevant to life insurance policies:
 - organisational procedures
 - product information
 - relevant regulatory requirements
 - medical insurance terminology
 - procedures and practice in communicating medical terms in insurance
 - ethics and good practice in communicating on medical matters in insurance.

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 respond to instructions containing commonly used medical terminology and abbreviations • maintain knowledge of medical terminology used in insurance contexts • use medical terminology appropriately in insurance contexts • explain medical terminology and processes in simple language.
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 records • access to organisational policies and procedure.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples 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

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.

Written and verbal instructions may include:	• notices • telephone calls • insurance policy terms and conditions • claims notifications • investigation procedures.
Medical terminology may relate to:	• knowledge of medical specialties and the names and titles of doctors working in specialist fields • illnesses • injuries • diseases • interrelated functions of the body, locations and diseases (e.g. functions of the skeletal system, locations of skeletal injuries, skeletal diseases) • terms to describe onset and/or nature of disease • medical investigations and procedures • abbreviations for medical and pharmacological terms.
Clarification may be sought from:	• organisational policies, procedures and guidelines • insurance information/databases • medical dictionary • medical information sources/databases • Chief Medical Officer • a medical professional • a claims manager/specialist or designated supervisor • underwriter or underwriting specialist/manager.
Insurance-based communications may include:	• contact with relevant internal or external parties • dealing with applicant, insured and claimant enquiries • letters in response to cover and claims queries • maintaining and/or updating claims files and databases (e.g. file notes, correspondence, reports) • memos and reports • researching and/or arranging medical or psychological assessments

	• researching and/or arranging treatment and rehabilitation.
<i>An appropriate authority</i> may include:	• Chief Medical Officers • underwriters • underwriting specialists and managers • WorkCover representatives • medical professionals.

Unit Sector(s)

Insurance services