



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM301A Process benefit payments

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 generate and process benefit related payments. It encompasses accessing and processing payment information and entering it in the correct format on a data management system to ensure timeframes for payment information are met and appropriate records are maintained. This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or territory requirements should be confirmed with the relevant body.
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Application of the Unit

Application of the unit	This unit applies to administrative job roles across the personal injury management sector.
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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. Identify types of payments	1.1. Personal injury management payment classification is identified in accordance with organisation criteria, industry best practices, and relevant Acts and regulatory requirements
2. Process payments	2.1. Payment information is identified, checked and accurately recorded in accordance with organisation guidelines, and Acts and regulatory requirements 2.2. Payments are authorised in accordance with payment authority and organisation operating procedures 2.3. Payments are generated as directed with reference to Acts, regulations, organisation policy and operating procedures and codes of practice, if applicable within timeframes 2.4. Payment documents are completed identifying relevant details in accordance with legislation and regulatory requirements 2.5. Payment authority delegations and limits are observed in accordance with organisation policies and procedures
3. Finalise claims payment information to facilitate payment	3.1. Where required, payment information is finalised and entered on the system to prompt payment 3.2. Claims payment data and/or payments are dispatched within the required timeframes 3.3. Documents are copied and filed for auditing purposes according to organisation operating procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to:
 - determine and confirm information, using questioning and active listening as required
 - 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
 - check accuracy of claim data
 - use computer applications (word processing, spreadsheet, database, organisation claims processing software, records and money management software skills) to assist in achieving required outcomes
 - access and update records electronically
 - use internet information
- literacy skills to:
 - read and interpret documentation from a variety of sources and record and consolidate relevant related information
 - read and interpret forms relating to insurance claims and related documents
 - use filing systems, both hard copy or electronic
 - follow organisation operating procedures to assist with processing claims
- effective interpersonal skills
- organisation skills, including the ability to plan and sequence work
- use of office equipment skills
- teamwork skills to achieve organisation processing goals

Required knowledge

- accounting practice principles
- details of appropriate Acts, regulations, organisation operating procedures
- details of organisation and claims classifications
- relevant codes of practice
- relevant taxation law, including Goods and Services Tax (GST) requirements

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:

- demonstrate awareness of relevant taxation laws, including Goods and Services Tax (GST)
- interpret and apply relevant Acts and regulations and organisation policies and procedures
- identify types of payments and process and finalise claim payments.

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>Personal injury management</i> may include:	workplace injury insurance schemes and comprehensive third party insurance to cover transport related accidents.
<i>Payment authority</i> will be related to:	the authority limits established by each organisation, which will vary from one organisation to another.
<i>Organisation operating procedures</i> would specify	- authority levels - delegations - filing requirements - organisation's accounting systems - other relevant details - payment process - timeframes.
<i>Entering</i> claims payments data may include:	coding according to organisation requirements (entering statistical data).
<i>Systems</i> may be:	- computerised - data recording - updated electronically in the majority of cases.
<i>Documents</i> may be:	- electronic - hard copies (paper).
<i>Filing</i> may be:	- in a computer system - in hard copies.

Unit Sector(s)

Unit sector	Personal injury management
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		