



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM407A Register policy

Revision Number: 1

FNSPIM407A Register policy

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to apply knowledge and skills of personal injury insurance to effectively assess and register policy. 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 policy job roles in 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. Classify service requests	1.1. Customer's enquiry is received and acknowledged to enable delivery of service in accordance with organisation operating procedures and legislative requirements 1.2. Customer information is gathered to enable appropriate action to be taken 1.3. Appropriate action is taken upon first contact and records are updated according to organisation procedures and legislative requirements 1.4. Customer is advised on action taken in a timely manner, in the appropriate form and style and in an unambiguous way
2. Check application form for completion	2.1. Application form is thoroughly checked according to organisation procedures and legislative requirements 2.2. Further information requirements are determined and addressed according to organisation procedures and legislative requirements
3. Conduct environmental scan	3.1. Appropriate sources of further information are identified to enable the efficient collection of further data 3.2. Confidentiality of the parties involved from which further information is obtained is protected 3.3. All further information is obtained within specified timeframes 3.4. Information is assessed to determine predominant activity 3.5. Any issues are clarified with the client 3.6. Industry classification is assigned
4. Enter data into system to calculate premium	4.1. Information is accurately cross-checked to verify input data 4.2. Information is clearly and accurately recorded on register following organisation procedures and within legislative requirements 4.3. Policy information is sent to relevant parties within timeframes to comply with legislation and organisation communication procedures

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
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - efficiently operate organisation information management systems
 - access and update records electronically
 - use internet information
- highly-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
- effective interpersonal skills
- organisation skills, including the ability to plan and sequence work
- research and analysis skills

Required knowledge

- industry and organisation systems and processes for policy registration
- legislation, organisation and industry codes of practice relating to confidentiality and privacy
- sources of information on organisation and business activities

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 including relevant legislative requirements
- deal with questions relating to procedures of the business and policy registration issues that arise for clients
- effectively research business and industry data and information
- maintain accurate data on organisation information systems.

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>Organisation operating procedures</i> may include:	• codes of practice and policies relating to policy registration • levels and allocation of discretion and authority • policy application documentation and forms • policy registration processes • standard operating procedures.
<i>Customer information</i> may include:	• associated insurance business • business activities • extent of cover required • location of business • prior personal injury insurance history.
<i>Appropriate action</i> may include:	• cover note production • provide a quotation • handle a request for further information.
<i>Sources of further information</i> may include:	• insurers knowledge base and information systems • public web searches and analysis • published business reports and documents • requests for information from organisation representatives.
<i>Industry classification</i> may include:	• applications for complex multi-function business operations • business type and type of activities • industry and organisation business classification charts • predetermined industry profiles.

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		