



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM408A Renew and maintain policy

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 renew and maintain personal injury insurance policies. 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 related 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. Finalise renewal premium	1.1. Information received from client is reviewed and client database is updated 1.2. Premium is recalculated according to operating procedures, specified criteria and legislative requirements 1.3. All relevant documentation is completed promptly according to operating procedures 1.4. Client follow-up is carried out as required and inquiries actioned according to organisation guidelines 1.5. Client invoice is prepared and issued in accordance with organisation procedures
2. Maintain policy	2.1. Amended information is received and reviewed to ensure it meets legislative and organisation requirements 2.2. Information is processed according to legislative and operating procedures 2.3. Information system is updated accurately 2.4. Requests for certificates of currency are checked for validity and certificates issued in accordance with operating procedures and legislative requirements 2.5. Mid-term premium amendments are reviewed and policy updates recorded accurately 2.6. Automatic renewals and cancellations are monitored in accordance with organisation operating procedures and legislative requirements 2.7. Premium projections are calculated and provided for clients as required

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
- well-developed numeracy and IT skills to:
 - perform calculations related to rates and premiums
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - access and update records electronically
 - use internet information
- well-developed literacy skills to:
 - read and interpret documentation from a variety of sources and record and consolidate relevant related information
 - read and interpret information relating to insurance renewals and related transactions

Required knowledge

- organisation and industry codes of practice relating to issuing policy documentation
- details of appropriate legislation, regulations organisation operating procedures and codes of practice
- industry classification systems and insurance rates for personal injury insurance

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 renewal and maintenance issues that arise for clients
- effectively research organisation 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>Information received from client</i> may include:	• client requests for policy and rate information • renewal request • service request for advice on policies and options.
<i>Premium</i> may include:	• calculated variations in accordance with organisation procedures • organisation or industry standard rate classification.
<i>Relevant documentation</i> may include:	• application and renewal forms • client history documentation • industry or organisation rate charts.
<i>Information system</i> may include:	• organisation computer systems • filing and other manual data storage systems • records management systems.

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		

