



Australian Government

Department of Education, Employment and Workplace Relations

PSPIM301A Process claims

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers processing of compensation claims for employment-related injuries in accordance with legislation, organisational policy and procedures. It includes confirming claim details, processing payments and maintaining files.

In practice, processing claims may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, accessing and using resources and financial systems, organising workplace information, etc.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Confirm details

- 1.1 Documents are completed, and authorisation/s are obtained for ***claims*** in accordance with ***legislation, organisational policy and procedures***.
- 1.2 Reasonableness of accounts is assessed to ensure accounts that are paid are relevant to disability.
- 1.3 Account details are recorded in accordance with system and organisational requirements.
- 1.4 When accounts are rejected notifications are made in accordance with legislation, organisational policy and procedures.

2. Process payments

- 2.1 Cheque production and posting or electronic transfer of funds is effected in accordance with organisational procedures.
- 2.2 Accounts are batched where required for traceability.
- 2.3 Authorisations for periodic payments are confirmed to avoid overpayments.
- 2.4 Claims are processed within time limits to comply with legislation, policy and key performance indicators.

3. Maintain files

- 3.1 Records are maintained in accordance with legislation and the organisation's recordkeeping requirements.
- 3.2 Documentation of all contacts relating to processing of claims is completed in accordance with organisational policy and procedures.
- 3.3 ***Evidence*** of file management is maintained for audit purposes.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to processing of claims
- recording and reporting of transactions
- reading and interpreting claims information (literacy level)
- checking the accuracy of calculations and reconciliations (numeracy level)
- assessing reasonableness of accounts
- using communication including reporting of irregularities and errors
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment in the context of claims processing

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, and guidelines relating to injury management
- policies and procedures relating to processing of injury claims
- privacy legislation
- procedures to ensure confidentiality and security of information
- procedures for cash and non-cash handling
- injury management claims relating to a range of disabilities
- methods and techniques for simple numerical calculations
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of processing claims

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC301B Uphold the values and principles of public service
 - PSPGOV301B Work effectively in the organisation
 - PSPGOV305B Access and use resources and financial systems
 - PSPGOV307B Organise workplace information
 - PSPGOV308B Work effectively with diversity
 - PSPLEGN301B Comply with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- processing of claims in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to the processing of claims
- case studies and workplace scenarios to capture the range of situations likely to be encountered when processing claims

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when processing claims, including coping with difficulties, irregularities and breakdowns in routine

- processing of claims in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Claims may be:

- weekly/fortnightly payments
- lump sum payments
- medical and other expenses
- settlements
- redemptions

Legislation, organisational policy and procedures may include:

- occupational health and safety and injury management legislation
- workers rehabilitation/compensation legislation
- privacy legislation
- freedom of information legislation
- procedures to ensure confidentiality and security of information
- public sector standards
- codes of practice
- codes of ethics

Evidence of file management may show:

- that the direction of claim activity is proactive
- that the claim is being managed (not just a matter of processing payments)

Unit Sector(s)

Not applicable.

Competency field

Injury Management.