FSPITS16 - SQA Unit Code H698 04
Carry out audits of insurance claims processes

Overview

This unit is about auditing insurance claims processes to ensure that these are meeting appropriate standards. It also includes identifying and assessing potential opportunities for enhancing efficiency and to reduce the risk of fraud.

This involves undertaking diligent investigation and review, acting within the limits of your authority, and ensuring that you comply with, and that others comply with, legal requirements, industry regulations, organisational policies and professional codes.

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Performance criteria

You must be able to:

P1   Determine clearly the processes that are to be audited, the purpose of the audit and the standards against which they are to be audited, ensuring that these are within your area of responsibility

P2   Establish the outcomes from any relevant previous audit history, checking that any recommendations made then have been considered and acted upon, where appropriate

P3   Review the work and processes in your area of responsibility to ensure that they meet the required standards and comply with procedures consistently

P4   Check that all relevant records and documentation are complete and accessible

P5   Identify opportunities for enhancing existing processes to enhance efficiency or mitigate against fraud or leakage, where relevant, and make reasoned recommendations for appropriate action to progress such opportunities

P6   Obtain sufficient and valid information to enable you to evaluate accurately whether processes are meeting the required standards

P7   Identify and assess risks of shortfalls in the quality of processes, where relevant, and recommend actions to address and minimise such risks

P8   Identify and record any shortfall in the quality of processes, investigate the cause(s) and instigate appropriate actions

P9   Bring any serious or immediate problems promptly to the attention of the relevant person

P10 Report upon the outcomes of the audit, including any opportunities to enhance efficiency, any shortfalls and corrective actions taken, to those who need to know and within agreed timescales

P11 Provide feedback to motivate those using the processes to maintain the quality standards

P12 Encourage those involved in using the processes to identify and recommend quality improvements

P13 Keep complete records of your audit, and make these available to authorised people

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Knowledge and understanding *You need to know and understand:*	***General knowledge and understanding*** K1 Auditing principles and methods relevant to carrying out audits of insurance claims processes K2 How to monitor processes against required standards and towards identifying potential enhancements K3 How to plan and monitor that corrective actions are carried out by agreed dates ***Context specific knowledge and understanding*** K4 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety, as they impact on carrying out audits of insurance claims processes K5 The purpose and aims of the audit being undertaken K6 The processes being audited, including their purpose and objective(s), as well as the associated records and documentation K7 The quality standards applying to the processes being audited K8 Those authorised to have access to your records arising from the audit K9 The limits of your authority and the actions required where these limits are exceeded

Additional Information

Behaviours

You must demonstrate that:

1. You show respect for the views and actions of others
2. You work to develop an atmosphere of professionalism and mutual support

Links to other NOS

'Signposting' other relevant NOS

There is a close relationship between these NOS and the NOS for General Insurance, which have been developed separately by the Financial Skills Partnership (formerly Financial Services Skills Council). These can be accessed via www.financialskillspartnership.org.uk

In addition, the Sector Skills Body, Skills CFA, have developed NOS which include the competences required for leadership and management, as well as customer service. The website address for Skills CFA is www.cfa.uk.com

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