

FSPITS18 - SQA Unit Code H69A 04

Carry out a quality audit of insurance work undertaken by suppliers



Overview

This unit is about auditing the services and products provided by third party suppliers relating to insurance claims. This can include suppliers of specialist reports (for example, fire surveys) and/or those undertaking reparations, where they have the delegated authority to fulfil aspects of the settlement terms. It includes monitoring suppliers' performance against agreed evaluation criteria and taking the appropriate corrective action where any shortfalls occur.

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

It is noted that the term 'suppliers' in this context is not intended to refer to 'insurers' even though they might be considered as a supplier of services to such as an intermediary.

FSPITS18 - SQA Unit Code H69A 04

Carry out a quality audit of insurance work undertaken by suppliers

Performance criteria

- You must be able to:*
- P1 Identify the evaluation criteria against which the effectiveness of the supplier is to be assessed
 - P2 Check that any corrective actions agreed as a result of previous audits have been taken, and that any recommendations have been considered and acted upon, where relevant
 - P3 Check that all relevant records and documentation are complete and accessible
 - P4 Monitor the supplier's service and deliverables against the criteria
 - P5 Obtain sufficient, valid information to enable you to determine accurately whether the supplier's service and deliverables are meeting the required criteria
 - P6 Identify and record shortfalls in the quality of service and deliverables, investigate the cause(s) and take prompt remedial action
 - P7 Plan for any corrective actions to be carried out, and ensure that these are undertaken by agreed dates
 - P8 Seek advice from the relevant person if a corrective action cannot be agreed
 - P9 Report on supplier performance, including any shortfalls and corrective actions taken, to those who need to know, within agreed timescales
 - P10 Bring any serious or immediate issues promptly to the attention of the relevant person
 - P11 Keep complete records of your audits and make these available to authorised people

FSPITS18 - SQA Unit Code H69A 04

Carry out a quality audit of insurance work undertaken by suppliers

Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 How to monitor the work of third party suppliers providing services and products associated with insurance
- K2 The importance of ensuring that third parties are briefed fully, including ensuring that there is clarity regarding the work required, and the implications of not doing this
- K3 The importance of establishing and maintaining agreed lines of communication with the supplier
- K4 The types of shortfalls that can occur in the quality of service and deliverables, and the remedial actions that can be appropriate
- K5 Why it is important to monitor the business relationship with suppliers for potential conflict, and how to identify the cause(s) of conflict, and how to deal with it if it occurs

Context specific knowledge and understanding

- K6 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 an audit of insurance work undertaken by suppliers
- K7 The purpose and aims of the audit being undertaken
- K8 Agreements/contracts relating to the third-party supplier, and associated evaluation criteria against which their performance is to be assessed
- K9 The levels of skills and competence, and the relative areas of strength and weakness of the third-party supplier
- K10 Those authorised to have access to your records arising from the audit
- K11 The limits of your authority and the actions required where these limits are exceeded

FSPITS18 - SQA Unit Code H69A 04

Carry out a quality audit of insurance work undertaken by suppliers

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

FSPITS18 - SQA Unit Code H69A 04

Carry out a quality audit of insurance work undertaken by suppliers

Developed by Financial Skills Partnership

Version number 1

Date approved November 2012

Indicative review date November 2015

Validity Current

Status Original

Originating organisation Financial Skills Partnership

Original URN FSPITS18

Relevant occupations Finance

Suite Insurance Technicians / Supervisors

Key words Audit; auditing services; audits; claim; claimant; claims; fire surveys; insurance; insurance cases; insurance cover; insurance policy; loss; monitoring third parties; monitoring suppliers; policies; policy documentation; quality audit; risk; settlement terms; undertaking reparations; uninsured