



Australian Government

FNS51920 Diploma of Personal Injury and Disability Insurance Management

Release: 3

FNS51920 Diploma of Personal Injury and Disability Insurance Management

Modification History

Release	Comments
Release 3	This version first released with the FNS Financial Services Training Package Version 8.0. Native elective units of competency were updated and/or superseded.
Release 2	The following elective units of competency have been deleted as directed by the AISC: <ul style="list-style-type: none"> • FNSPIM503 Represent personal injury management agent or insurer at conciliation and review hearings • FNSPIM504 Manage impairment benefit claims. The above training products were identified as having zero enrolments over a three year period.
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Qualification Description

This qualification reflects job roles requiring well developed skills and a broad knowledge base in a wide variety of leadership contexts in the personal injury management sector. Individuals in these roles have autonomy in performing technical operations, apply solutions to a range of often complex problems and analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance and leadership to others. The qualification provides the knowledge required in advanced case management, advanced return to work, disability insurance and workplace injury insurance management.

Licensing, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Relevant regulatory authorities should be consulted to confirm those requirements before applying the qualification.

Entry Requirements

Nil

Packaging Rules

Total number of units = 11

1 core unit plus

10 elective units, of which:

- at least 8 must be from the elective units listed below
- up to 2 may be from this qualification or any currently endorsed Certificate IV or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

Core unit

FNSPIM509 Comply with regulatory frameworks

Elective units

Advanced case management

CHCCSM004 Coordinate complex case requirements

CHCCSM006 Provide case management supervision

FNSPIM521 Develop return to work or injury management strategies

Advanced return to work

FNSPIM411 Plan and implement rehabilitation and return to life strategies

FNSPIM516 Promote health benefits of returning to work

FNSPIM517 Manage complex return to work cases

FNSPIM518 Evaluate and improve return to work programs

Disability insurance

CHCDIS004 Communicate using augmentative and alternative communication strategies

FNSFLT511 Assist customers to budget and manage own finances

FNSPIM531 Facilitate the setting and achievement of goals in personal injury management

Workplace injury insurance management

FNSISV536 Investigate insurance claims

FNSPIM505 Use medical knowledge in the management of personal injury claims

FNSPIM522 Facilitate workplace assessment with stakeholders for personal injury cases

General

BSBCMM411 Make presentations

BSBFIN501 Manage budgets and financial plans

BSBLDR522 Manage people performance

BSBOPS404 Implement customer service strategies

BSBOPS505 Manage organisational customer service
BSBPMG430 Undertake project work
BSBSUS511 Develop workplace policies and procedures for sustainability
CHCCCS025 Support relationships with carers and families
CHCDIV001 Work with diverse people
FNSINC411 Conduct work according to professional practices in the financial services industry
FNSINC513 Identify and apply complex ethical decision making to workplace situations
FNSINC514 Apply ethical frameworks and principles to make and act upon decisions
FNSISV508 Review and advise on claims costs, policies and procedures
FNSISV519 Analyse financial, medical and psychological claims assessments
FNSISV522 Work with legal teams to resolve non-routine and complex insurance claims
FNSISV531 Issue insurance contracts covering non-routine and complex situations
FNSORG514 Develop, monitor and supervise work practices to meet financial services regulatory requirements
FNSPIM313 Work within the personal injury management sector
FNSPIM406 Develop and maintain knowledge of personal injury management insurance
FNSPIM415 Manage personal injury case loads
FNSRSK512 Assess risks
MSMSUP390 Use structured problem-solving tools
PSPGEN036 Provide workplace coaching
PSPGEN053 Provide leadership
TAEDEL402 Plan, organise and facilitate learning in the workplace

Qualification Mapping Information

No equivalent qualification. Supersedes and is not equivalent to FNS51915 Diploma of Personal Injury and Disability Insurance Management.

Links

Companion Volume Implementation Guide is found on VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>