



Australian Government

FNS40410 Certificate IV in Personal Injury Management (Return to Work)

Release 2

FNS40410 Certificate IV in Personal Injury Management (ReturntoWork)

Modification History

Release	Comments
Release 2	<p>This version was first released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Update imported units: <i>HLTHIR403B</i> to <i>HLTHIR403C</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This qualification was first released with <i>FNS10 Financial Services Training Package version 1.0</i>.</p>

Description

This qualification reflects job roles requiring well-developed skills and a broad knowledge base in a wide variety of contexts within the personal injury management sector. It involves assisting persons returning to work, ensuring that organisations adhere to return to work programs, educating stakeholders, and maintaining a return to work information base. It may involve supervision or leadership and guidance to others in resolving return to work matters. Possible work functions may include:

- negotiating return to work plans and strategies with stakeholders
- assisting in developing an injury management strategy
- assisting work participation for people with disabilities
- educating stakeholders on return to work matters
- liaison and collaboration with other parties involved in the return to work process
- assessing rehabilitation options
- assessing workplaces for return to work suitability
- evaluating the success of programs and strategies
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Pathways Information

Pathways into the qualification

The primary pathway into this qualification is employment in the personal injury management sector that may relate to return to work management job roles within:

- workplace injury insurance
- compulsory third party insurance

Pathways from the qualification

A further learning pathway utilising qualifications such as FNS50110 Diploma of Personal Injury Management would support career progression.

Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Entry Requirements

Not applicable.

Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> actively consulting stakeholders and seeking client feedback communicate effectively with people in distress developing and writing reports to specifications fostering client and stakeholder relationships and providing a high level of customer service and relationship management presenting education materials in an effective manner using effective high level written and oral skills to mediate, negotiate and facilitate resolutions
Teamwork	<ul style="list-style-type: none"> working effectively within a multi-disciplinary team working with a wide range of experts inside and outside the organisation, such as senior management and insurer representatives
Problem solving	<ul style="list-style-type: none"> collecting, comparing and contrasting data developing and analysing return to work programs developing and implementing review schedules using dispute resolution techniques using judgement and decision making skills
Initiative and enterprise	<ul style="list-style-type: none"> developing innovative approaches to prepare return to work strategies matching employer's requirements and workplace terms and conditions with client needs
Planning and organising	<ul style="list-style-type: none"> conducting initial assessments, and developing and monitoring return to work programs in a changing environment identifying risks to return to work program success and preparing contingency plans monitoring industry and workplace policy trends preparing for presentations and negotiations researching clients' educational needs and documenting information using and maintaining systems, records and reporting procedures
Self-management	<ul style="list-style-type: none"> applying return to work management skills managing own time and priorities and dealing with contingencies representing organisation in a professional manner at meeting and negotiations

	<ul style="list-style-type: none">• working ethically and complying with all industry codes of practice and legislative requirements
Learning	<ul style="list-style-type: none">• advising stakeholders on rehabilitation and return to work services• arranging induction and training for workers within the return to work team• maintaining currency of knowledge of legislation, return to work management models and related services
Technology	<ul style="list-style-type: none">• conducting web searches and using corporate templates• using business technology such as computers, and word processing and document management software• using presentation equipment and materials• using research data devices and telecommunication devices and equipment

Packaging Rules

13 units must be achieved.

4 core units
plus 9 elective units

- at least 7 elective units of competency must be selected from the elective bank below
- a maximum of 2 electives must be selected from units aligned to Certificate IV qualifications in FNS10 Financial Services or another endorsed Training Package
- a maximum of 2 electives can be selected from units aligned to Diploma qualifications in any endorsed Training Package or accredited course
- a maximum of 2 electives can be selected from units aligned to Certificate III qualifications in any endorsed Training Package or accredited course.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

Core units of competency:

- BSBWOR401A Establish effective workplace relationships
- FNSPIM303A Work within the personal injury management sector
- FNSPIM403A Educate clients on personal injury management issues
- PSPIM504A Contribute to a quality injury management system

Elective units of competency:

- BSBHRM604A Manage employee relations
- HLTHIR403C Work effectively with culturally diverse clients and co-workers
- CHCDIS509D Maximise participation in work by people with disabilities
- FNSCUS401A Participate in negotiations
- FNSPIM401A Plan and implement rehabilitation and return to work and health strategies
- FNSPIM502A Facilitate workplace assessment with stakeholders for personal injury cases
- PSPGOV509A Conduct evaluations
- PSPIM402A Undertake initial rehabilitation assessments
- PSPIM404A Conduct situational workplace assessments
- PSPIM405A Develop return to work plans
- PSPIM406A Implement and monitor return to work plans
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