



Australian Government

Department of Education, Employment and Workplace Relations

PSPIM406A Implement and monitor return to work plans

Release 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 implementation and monitoring of return to work plans for an injured worker. It includes engaging stakeholders to support return to work activities, assisting injured workers with ongoing suitable employment and reviewing progress against return to work plans.

In practice, the implementation and monitoring of return to work plans may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, delivering client services, gathering and analysing information.

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. Engage stakeholders to support return to work activities | 1.1 <i>Working relationships</i> are established with <i>stakeholders</i> in the rehabilitation and return to work process. 1.2 Information is provided on return to work status and stakeholder roles, responsibilities and obligations are confirmed. 1.3 Commitment of injured worker is gained and maintained throughout the return to work process. 1.4 Accurate and timely information is provided to all relevant stakeholders in accordance with organisational policy and procedures. 1.5 Stakeholder motivation and commitment to the process is maintained through timely and effective written and oral communication. |
| 2. Assist injured worker with ongoing suitable employment | 2.1 Active discussion with employer is maintained regarding ongoing provision of safe and suitable duties in accordance with medical clearance. 2.2 Where required, <i>vocational counselling</i> and training are arranged/coordinated in line with employment options which reflect the rehabilitation goal. 2.3 Conflict and non-compliance with the rehabilitation process are addressed and managed in accordance with the <i>legislation and organisational policy and procedures</i> . 2.4 Referrals for treatment, functional capacity evaluation and other support services are provided in accordance with organisational policy and procedures. |
| 3. Review progress against return to work plan | 3.1 Reports are requested and meetings held with the injured worker and other stakeholders to assess progress in the achievement of return to work goals and to address issues where necessary. 3.2 Problem solving is undertaken with the injured worker and other stakeholders to address issues as they arise and modify actions to maintain momentum of return to work process. |

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 implementation and monitoring of return to work plans
- reading and applying complex information such as legislation and regulations
- using communication with a diverse range of people including the injured worker, supervisor, work colleagues, medical adviser etc
- negotiating direction of rehabilitation and actions required
- responding to diversity, including gender and disability
- managing competing imperatives, motives, agendas and needs
- applying procedures relating to occupational health and safety and environment in the context of injury management

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures, guidelines and best practice principles relating to injury management
- privacy legislation
- legislation and standards to ensure confidentiality and security of information
- performance standards
- legislated requirements of the return to work plan
- requirements of organisation's return to work policy and program
- redeployment principles
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of injury management

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:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV402B Deliver and monitor service to clients
 - PSPGOV406B Gather and analyse information
 - PSPGOV408A Promote diversity
 - PSPGOV422A Apply government processes
 - PSPLEGN401A Encourage compliance with legislation in the public sector
 - PSPPM405A Administer simple projects

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)
- implementation and monitoring of return to work plans 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 injury management
- case studies and workplace scenarios to capture the range of situations likely to be encountered when implementing and monitoring return to work plans

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 implementing and monitoring return to work plans, including coping with difficulties,

irregularities and breakdowns in routine

- implementation and monitoring of return to work plans 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
- portfolios
- questioning
- scenarios
- 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.

Characteristics of working relationships include:

- trust
- respect
- rapport
- confidence
- communication

Stakeholders may be:

- injured worker
- supervisor/manager
- doctor/specialist
- claims management/insurer
- case manager
- return to work coordinator
- approved rehabilitation provider
- union
- family/partner

Vocational counselling may include:

- job clubs
- assistance to worker with job transition
- training/re-training
- development
- referral to vocational expert

Legislation and organisational policy and procedures may include:

- workers rehabilitation/compensation legislation
- allied legislation such as occupational health and safety acts, regulations and associated standards
- privacy legislation
- procedures to ensure confidentiality and security of information
- performance standards
- rehabilitation and return to work manual
- public sector legislation and standards
- codes of conduct
- codes of ethics

Unit Sector(s)

Not applicable.

Competency field

Injury Management.