



Australian Government

FNS30215 Certificate III in Personal Injury Management

Release 1

FNS30215 Certificate III in Personal Injury Management

Modification History

Release	Comments
Release 1	This qualification first released with FNS Financial Services Training Package version 1.0

Qualification Description

This qualification is designed to reflect the job role of entry level employees within the personal injury management sector, who apply a broad range of competencies using limited discretion and judgement within the claims management function. Individuals at this level apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known situations under general supervision.

Licensing/Regulatory Information

No licensing or certification requirements apply to this qualification at the time of publication. However, some units will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit. Refer to the FNS Implementation Guide Companion Volume for guidance on requirements.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 13

7 core units plus

6 elective units

The elective units consist of:

- 2 from the electives below.

Of the remaining 4 units:

- up to 4 may be from the electives
- up to 4 may be from Certificate III in a currently endorsed training package or accredited course
- up to 2 may be from Certificate IV in a currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Core Units

BSBCUS301 Deliver and monitor a service to customers

BSBWOR404 Develop work priorities

FNSPIM301 Process benefit payments

FNSPIM302 Determine claim liability

FNSPIM303 Work within the personal injury management sector

FNSPIM304 Assess and determine ongoing entitlements

FNSPIM410 Collect, assess and use information

Elective Units

BSBCUS403 Implement customer service standards

BSBCM301 Process customer complaints

BSBWHS201 Contribute to health and safety of self and others

BSBWOR203 Work effectively with others

CHCORG303C Participate effectively in the work environment

CHCTC302B Provide client-centred telephone counselling

FNSCUS401 Participate in negotiations

FNSPIM414 Manage personal injury claims

FNSPIM415 Manage personal injury case loads

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS30215 Certificate III in Personal Injury Management	FNS30210 Certificate III in Personal Injury Management (Claims Management)	Updated to meet Standards for Training Packages. Qualification Title revised. Two electives removed from elective bank.	Equivalent unit

Links

Companion volumes available from the IBSA website:

http://www.ibsa.org.au/companion_volumes - http://www.ibsa.org.au/companion_volumes