



**Australian Government**

# **FNS30215 Certificate III in Personal Injury Management**

**Release 3**

## FNS30215 Certificate III in Personal Injury Management

### Modification History

Release	Comments
Release 3	This version released with FNS Financial Services Training Package version 2.0 Release 3 created to correct elective unit list
Release 2	This version released with FNS Financial Services Training Package version 1.1 Release 2 created to correct typographical error
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

### 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  
 BSBCMM301 Process customer complaints  
 BSBWHS201 Contribute to health and safety of self and others  
 BSBWOR203 Work effectively with others  
 CHCCCS028 Provide client-centred support to people in crisis  
 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 (Release 3)	FNS30215 Certificate III in Personal Injury Management (Release 2)	Updated elective unit list	Equivalent qualification

## Links

Companion volumes available from the IBSA website:

[http://www.ibsa.org.au/companion\\_volumes](http://www.ibsa.org.au/companion_volumes) -

[http://companion\\_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=15](http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=15)