



Australian Government

FNS41915 Certificate IV in Personal Injury Management

Release 2

FNS41915 Certificate IV in Personal Injury Management

Modification History

Release	Comments
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 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 may involve supervision or leadership and guidance with some limited responsibility for others. Individuals in these roles apply theoretical and technical knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities. The qualification allows for specialisation in: claims management, return to work or underwriting.

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

4 core units plus

9 elective units

The elective units consist of:

- all 4 units in one of the following streams:

- Group A Claims Management
- Group B Return to Work
- Group C Underwriting

Of the remaining 5 units:

- up to 5 may be from Group A, B, C or D
- up to 2 may be from a Certificate III, Certificate IV or Diploma in any currently endorsed training package or accredited course.

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

Note: Units selected from other training packages or accredited courses must not duplicate units selected from or available within the Financial Services or Business Services Training Packages.

Core Units

FNSCUS401 Participate in negotiations
FNSCUS402 Resolve disputes
FNSPIM303 Work within the personal injury management sector
FNSPIM409 Maintain customer relationship

Elective Units

Group A - Claims management

FNSISV405 Analyse insurance claims
FNSPIM403 Educate clients on personal injury management issues
FNSPIM414 Manage personal injury claims
FNSPIM415 Manage personal injury case loads

Group B - Return to Work

FNSPIM401 Plan and implement rehabilitation and return to work and health strategies
FNSPIM405 Facilitate a return to work
FNSPIM502 Facilitate workplace assessment with stakeholders for personal injury cases
PSPIM405A Develop return to work plans

Group C - Underwriting

FNSCRD403 Manage and recover bad and doubtful debts
FNSPIM406 Develop and maintain knowledge of personal injury management insurance
FNSPIM407 Register policy
FNSPIM408 Renew and maintain policy

Group D - General

BSBCUS301 Deliver and monitor a service to customers
BSBFLM303 Contribute to effective workplace relationships
BSBHRM604 Manage employee relations
BSBLDR402 Lead effective workplace relationships
BSBMGT401 Show leadership in the workplace

BSBPMG522 Undertake project work
 BSBRES401 Analyse and present research information
 BSBWOR404 Develop work priorities
 CHCCOM403A Use targeted communication skills to build relationships
 CHCDIS509E Maximise participation in work by people with disabilities
 CULEVP401A Present information on activities, events and public programs
 FNSINC401 Apply principles of professional practice to work in the financial services industry
 FNSISV401 Evaluate risk for new business
 FNSISV402 Underwrite new business
 FNSISV404 Underwrite renewal business
 FNSPIM304 Assess and determine ongoing entitlements
 FNSPIM404 Assist clients with job placement
 FNSPIM410 Collect, assess and use information
 FNSPIM413 Assist with preparations for conciliation and review hearings
 FNSPIM501 Develop a return to work or injury management strategy
 HLTHIR403C Work effectively with culturally diverse clients and co-workers
 PSPGOV509A Conduct evaluations
 PSPIM402A Undertake initial rehabilitation assessments
 PSPIM404A Conduct situational workplace assessments
 PSPIM406A Implement and monitor return to work plans
 PSPIM504A Contribute to a quality injury management system

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS41915 Certificate IV in Personal Injury Management	FNS40310 Certificate IV in Personal Injury Management (Claims Management) FNS40410 Certificate IV in Personal Injury Management (Return to Work) FNS40510 Certificate IV in Personal Injury Management (Underwriting)	Updated to meet Standards for Training packages. Three qualifications merged to replace: FNS40310 Certificate IV in Personal Injury Management (Claims Management) FNS40410 Certificate IV in Personal Injury Management (Return to Work) FNS40510 Certificate IV in Personal Injury	No equivalent qualification

Code and title current version	Code and title previous version	Comments	Equivalence status
		Management (Underwriting)	

Links

Companion volumes are available from the IBSA website:

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