



Australian Government

FNS42120 Certificate IV in Personal Injury Management

Release 1

FNS42120 Certificate IV in Personal Injury Management

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

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. Individuals may specialise in claims management, return to life or underwriting.

Licensing, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification is used may be subject to regulatory requirements. Relevant regulatory authorities should be consulted to confirm those requirements before applying the qualification.

Entry Requirements

Nil

Packaging Rules

Total number of units = 12

2 core units plus

10 elective units, of which:

- all units in one of the following streams must be completed:
 - Group A Claims management
 - Group B Return to life
 - Group C Underwriting
- of the remaining units:
 - at least 4 must be from the electives listed below
 - up to 2 may be from elsewhere in this or any other currently endorsed Certificate III or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

Core units

FNSPIM313 Work within the personal injury management sector

FNSPIM419 Maintain relationships with personal injury clients

Elective units

Group A - Claims management

FNSISV408 Manage handling and settlement of routine insurance claims for retail clients

FNSPIM415 Manage personal injury case loads

FNSPIM434 Manage personal injury claims

FNSPIM505 Use medical knowledge in the management of personal injury claims

Group B - Return to life

FNSCUS401 Participate in negotiations

FNSPIM411 Plan and implement rehabilitation and return to life strategies

FNSPIM425 Facilitate recovery and return to life

FNSPIM522 Facilitate workplace assessment with stakeholders for personal injury cases

Group C - Underwriting

FNSCRD403 Manage and recover bad and doubtful debts

FNSPIM407 Register policy

FNSPIM408 Renew and maintain policy

Group D - General

BSBINS401 Analyse and present research information

BSBLDR301 Support effective workplace relationships

BSBLDR411 Demonstrate leadership in the workplace

BSBLDR413 Lead effective workplace relationships

BSBOPS304 Deliver and monitor a service to customers

BSBPEF402 Develop personal work priorities

BSBPMG430 Undertake project work

CHCCOM002 Use communication to build relationships

CHCDIV001 Work with diverse people

FNSCUS402 Resolve disputes

FNSINC401 Apply principles of professional practice to work in the financial services industry

FNSISV411 Evaluate insurance risk for business

FNSISV412 Underwrite insurance business

FNSISV417 Use medical terminology in an insurance context

FNSISV512 Work with legal teams to resolve complex claims

FNSPIM314 Assess and determine initial entitlements for personal injury claims
FNSPIM406 Develop and maintain knowledge of personal injury management insurance
FNSPIM410 Collect, assess and use information
FNSPIM423 Educate clients on personal injury management issues
FNSPIM424 Assist personal injury clients with job placement
FNSPIM505 Use medical knowledge in the management of personal injury claims
FNSPIM509 Comply with regulatory frameworks
FNSPIM512 Negotiate settlements for medical indemnity claims
FNSPIM521 Develop return to work or injury management strategies
PSPGEN051 Conduct evaluations
PSPINM003 Undertake initial rehabilitation assessments
PSPINM005 Conduct situational workplace assessments
PSPINM006 Develop return to work plans
PSPINM007 Implement and monitor return to work plans
PSPINM014 Contribute to a quality injury management system

Qualification Mapping Information

No equivalent qualification. Supersedes and is not equivalent to FNS42115 Certificate IV in Personal Injury Management.

Links

Companion Volume Implementation Guide is found on VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>