



Australian Government

FNS50115 Diploma of Personal Injury Management

Release 1

FNS50115 Diploma of 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 reflects job roles requiring well-developed skills and a broad knowledge base in a wide variety of leadership contexts in the personal injury management sector. Individuals in these roles have autonomy in performing technical operations, apply solutions to a range of often complex problems, and analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance and leadership to others. The qualification allows for specialisation in advanced case management or disability insurance.

Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 12

3 core units plus

9 elective units

The elective units consist of:

- up to 9 from the electives below
- up to 3 may be from a Certificate IV, Diploma or Advanced 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

FNSCUS503 Review business performance
FNSFMK505 Comply with financial services legislation and industry codes of practice
FNSRSK501 Undertake risk identification

Elective Units

Advanced case management

CHCCM501A Coordinate complex case requirements
CHCCM504D Promote high quality case management
FNSRSK502 Assess risks
FNSPIM303 Work within the personal injury management sector
FNSPIM501 Develop a return to work or injury management strategy

Disability insurance

CHCCW503A Work intensively with clients
CHCDIS411A Communicate using argumentative and alternative communication strategies
CHCDIS511A Coordinate services for people with disabilities
CHCCSL507B Support clients in decision-making process

Workplace injury insurance management

FNSISV506 Investigate insurance claims
FNSPIM504 Manage impairment benefit claims
FNSPIM505 Use medical knowledge to manage personal injury claims

General

BSBCMM401 Make a presentation
BSBCUS501 Manage quality customer service
BSBGOV403 Analyse financial reports and budgets
BSBLDR502 Lead and manage effective workplace relationships
BSBMGT502 Manage people performance
BSBSUS501 Develop workplace policy and procedures for sustainability
CHCICS410A Support relationships with carers and families
FNSCUS401 Participate in negotiations
FNSINC401 Apply principles of professional practice to work in the financial services industry
FNSISV501 Issue contracts of insurance covering non-routine and complex situations
FNSISV508 Review and advise on claims costs, policies and procedures
FNSISV509 Analyse financial, medical and psychological claims assessments
FNSORG504 Monitor and supervise work practices to meet financial services regulatory requirements
FNSPIM401 Plan and implement rehabilitation and return to work and health strategies
FNSPIM406 Develop and maintain knowledge of personal injury management insurance
FNSPIM415 Manage personal injury case loads

FNSPIM502 Facilitate workplace assessment with stakeholders for personal injury cases
 FNSPIM503 Represent personal injury management agent or insurer at reconciliation and review hearings
 MSAPMSUP390A Use structured problem solving tools
 PSPGOV415A Provide workplace coaching
 PSPGOV511A Provide leadership
 PSPGOV516A Develop and use emotional intelligence
 TAEDEL402A Plan, organise and facilitate learning in the workplace

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS50115 Diploma of Personal Injury Management	FNS50110 Diploma of Personal Injury Management	Updated to meet Standards for Training Packages. Packaging rules updated: Core units revised - core reduced from 4 to 3 units Electives added and groupings provided (electives increased from eight to nine)	No equivalent unit

Links

Companion volumes are available from the IBSA website:

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