



**Australian Government**

# **FNS50115 Diploma of Personal Injury Management**

**Release 2**

## FNS50115 Diploma of Personal Injury Management

### Modification History

| Release   | Comments   |
|-----------|--|
| Release 2 | This version released with FNS Financial Services Training Package version 1.1<br>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 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  
 TAED402A Plan, organise and facilitate learning in the workplace

## Qualification Mapping Information

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

## Links

Companion volumes are available from the IBSA website:

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