



Australian Government

FNSPIM313 Work within the personal injury management sector

Release: 1

FNSPIM313 Work within the personal injury management sector

Modification History

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

Application

This unit describes the skills and knowledge required to apply organisational procedures, guidelines, policies and industry standards to day-to-day work in the personal injury management sector.

The unit applies to those who develop and apply specialised knowledge of the personal injury management sector, services and organisation to undertake a broad range of tasks.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those requirements.

Unit Sector

Personal injury management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Demonstrate knowledge of the personal injury sector	1.1 Outline the personal injury management process and the roles and responsibilities of stakeholders 1.2 Research the roles and functions of personal injury management authorities and organisations in Australia required for own role 1.3 Demonstrate knowledge of different scheme types and benefit models in Australia in discussions with stakeholders 1.4 Identify and explain personal injury operations and assistance available from personal injury management authorities 1.5 Identify and explain appropriate dispute resolution processes within the personal injury sector to stakeholders
2. Access information	2.1 Identify applicable codes of practice, legislative and regulatory

ELEMENT	PERFORMANCE CRITERIA
	requirements for personal injury management 2.2 Apply knowledge of applicable personal injury and rehabilitation codes of practice, legislative and regulatory requirements when working with stakeholders
3. Outline potential impacts of an injury	3.1 Identify applicable terminology used to cover different types of injuries suffered by workers 3.2 Determine impacts of an injury on a person's wellness, work situation and social engagement with members of the community 3.3 Identify and coordinate access to specialist services for stakeholders within the personal injury sector as required
4. Undertake consultation with stakeholders	4.1 Support the consultation process by providing verbal and written communication to stakeholders within required timeframes 4.2 Follow organisational policies and procedures, and legislative and regulatory requirements for consulting and negotiating with stakeholders 4.3 Maintain participative communications with internal and external stakeholders

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	- Participates in verbal exchanges with a range of personnel using appropriate language - Confirms understanding using active listening and questioning skills
Reading	Identifies and incorporates information to develop comprehensive sector, product and organisational knowledge
Writing	- Completes documentation accurately following organisational procedures and protocols - Conveys information to different personnel using clear language, correct spelling and grammar and applicable terminology
Planning and organising	Takes steps to develop knowledge and understanding of work role
Self-management	Organises work according to defined requirements taking responsibility for decisions and sequencing tasks to achieve efficient outcomes

SKILL	DESCRIPTION
Teamwork	Builds effective communication and rapport using applicable communication strategies to establish a sense of connection with others
Technology	Completes work tasks using the main features and functions of digital tools

Unit Mapping Information

Supersedes and is equivalent to FNSPIM303 Work within the personal injury management sector.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>