



Australian Government

**Assessment Requirements for FNSPIM314
Assess and determine initial entitlements
for personal injury claims**

Release: 1

Assessment Requirements for FNSPIM314 Assess and determine initial entitlements for personal injury claims

Modification History

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

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- assess and determine initial entitlements for at least two different personal injury claims.

In the course of the above, the candidate must:

- collect and document information during the claim registration process, including:
 - return to work (RTW) status of the claim
 - return to health status of the claim
 - nature of the injury.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- regulatory and legislative requirements relevant to assessing and determining initial entitlements for personal injury claims
- key features of organisational policies and procedures as they relate to capturing, processing and managing personal injury claims
- contingency and corrective action plans for clients
- compensation and/or medical liability calculations
- key roles of stakeholders in managing personal injury claims
- operations of organisational claims management information technology systems
- process for identifying areas of risk within claims, including using information collected during claims registration process
- range of potential risk and fraud indicators relevant to personal injury claims
- referral and delegation procedures
- record and documentation requirements.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- clients
- office equipment, technology and software, including claims management system.
- organisational records, policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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