



Australian Government

**Assessment Requirements for FNSPIM403
Educate clients on personal injury
management issues**

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- interpret and comply with industry and organisational obligations and objectives, including relevant legislative requirements
- deal with questions relating to all aspects of the business and issues that arise for clients
- apply sound advocacy skills to convince clients of the benefits of the personal injury management system using a thorough grounding in return to work and health strategies and methods
- identify and present on issues of relevance to clients.

Note: if a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the critical features of common law, legal systems and procedures, and relevant legislation
- outline the key organisational policy, procedures, underwriting guidelines and authorities
- identify the features and uses of information and communications technology relevant to the education of clients
- compare and contrast return to work strategies and methods
- describe the key features of risk prevention methods and application
- analyse and interpret:
 - industry sector and organisational policy wording
 - industry sector compliance requirements.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the personal injury management field of work and include access to:

- office equipment, technology, software and consumables
- organisational records, policy and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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