



Australian Government

Assessment Requirements for FNSPIM414 Manage personal injury claims

Release: 1

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Modification History

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

Performance Evidence

Evidence of the ability to:

- conduct initial assessment for a case to plan rehabilitation services with relevant stakeholders
- monitor and review case progress
- provide effective closure interviews demonstrating knowledge of organisation policies and guidelines on case management and relevant legislative requirements.

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:

- explain key features of relevant organisational policies and guidelines that assist in the management and compliance of a personal injury case
- describe processes used to assess and plan a case
- outline key stakeholders and sources of information to assist with managing a case
- describe processes used to monitor, review and close a case
- discuss strategies for dealing with issues and problems relating to case management.

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, policies 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>