



**Australian Government**

**Assessment Requirements for FNSPIM423  
Educate clients on personal injury  
management issues**

**Release: 1**

# Assessment Requirements for FNSPIM423 Educate clients on personal injury management issues

## 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:

- educate at least two different clients on personal injury management issues.

## 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:

- key features and compliance requirements of common law, legal systems and procedures, and legislative and regulatory requirements relating to personal injury management
- key features of personal injury management, including:
  - benefits of personal injury management systems for clients
  - methods and application of risk prevention
  - return to work (RTW) strategies and methods
- research methods to determine key personal injury management issues of client
- key features of educational strategies, including types of training and educational methods suitable for different client backgrounds and aptitudes
- methods for implementing stakeholder feedback to own work
- features and uses of information and communications technology systems required to educate clients
- types of promotional media and suitability for different audiences
- presentation methods, including those for presenting information at meetings, seminars and public forums.

## 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
- 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>