FNSPIM423 Educate clients on personal injury management issues

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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 educate clients on personal injury management issues by researching and providing information. It covers the application of industry and product knowledge, including a working knowledge of state or territory legislative and regulatory requirements.

The unit applies to those who have developed interpersonal skills and a broad knowledge base of the personal injury management sector, services and organisations. They have responsibility for case management and the development of customised strategies.

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
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify and develop strategy to educate clients	1.1 Research and establish personal injury management educational needs of clients 1.2 Develop educational strategy by identifying current and future educational opportunities from internal and external networks 1.3 Develop promotional material according to education strategy 1.4 Seek client feedback and update educational strategy pertaining to the client's needs and goals and promotional materials to reflect feedback

ELEMENT	PERFORMANCE CRITERIA
2. Educate clients using strategy	2.1 Deliver personal injury management message to client group according to educational strategy and using promotional materials
	2.2 Facilitate group and individual learning processes and provide general advice and support
	2.3 Provide advice and support to client group according to educational strategy, organisational policies and procedures, and legislative responsibilities
3. Present information at meetings, seminars and public forums	3.1 Present information and modify it to suit clients' educational needs as required according to organisational policies and procedures
	3.2 Identify and introduce improvement in future presentations by obtaining feedback from individuals and groups

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	• Presents detailed information using language, terminology, tone and pace appropriate to audience and purpose • Participates in verbal exchanges using active listening and questioning techniques to clarify information and elicit feedback
Reading	• Interprets and analyses textual information from a variety of sources to expand knowledge and determine requirements
Writing	• Develops a range of formal and informal material incorporating specific information using a style and language appropriate to audience and purpose
Planning and organising	• Organises, plans and sequences work activities, including research, to inform advice provided to clients • Utilises a broad range of strategies to develop skills and knowledge • Works within legislative and regulatory requirements to provide advice to clients
Problem solving	• Uses systematic, analytic processes to gather required information, evaluate options and make decisions
Teamwork	• Collaborates and networks with a variety of stakeholders in order to achieve work outcomes
Technology	• Uses a range of digitally based technologies to access, extract and share required information in order to achieve required outcomes

PwC's Skills for Australia

Unit Mapping Information

Supersedes and is equivalent to FNSPIM403 Educate clients on personal injury management issues.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe