



Australian Government

Assessment Requirements for FNSPIM434 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 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:

- manage at least three different personal injury claims.

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 of organisational policies and procedures, industry codes of practice and legislative and regulatory requirements relating to personal injury case management, including:
 - processes used to assess, plan, monitor, review and close a case
 - documentation requirements for personal injury case plan
 - internal and external case referral processes
 - decision-making processes
 - information required to support referral processes
 - rehabilitation evaluation methods
 - sources of information required for the rehabilitation planning process
 - reporting requirements
- different goals and related case management methods related to:
 - recovery and rehabilitation
 - returning to work
 - returning to health
 - returning to community
- negotiation techniques for goal setting
- key stakeholders and sources of information to assist with managing and developing a case

- strategies for dealing with issues and problems relating to case management
- indicators and triggers for modification to the case plan
- long-term client relationship management techniques.

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>