



Australian Government

FNSPIM505 Use medical knowledge in the management of 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.

Application

This unit describes the skills and knowledge required to apply medical information and knowledge of body systems and functions to personal injury management. It includes an overview of how human body systems are impacted by personal injuries and knowledge of common personal injury treatments, prognoses and management strategies.

It applies to individuals who have well developed skills and a broad knowledge base of the sector, services and organisation and take responsibility for case and/or technical management of claims.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Personal injury management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Determine types and impacts of personal injuries	1.1 Research the location and nature of most common types of personal injuries 1.2 Determine the physiological impacts of personal injuries on identified body systems and their functioning 1.3 Identify the bio psychosocial effects of personal injuries and the personal injury management process on the claimant and significant others

ELEMENT	PERFORMANCE CRITERIA
	1.4 Use knowledge of types and impacts of personal injuries in the management of claims
2. Research common treatments and prognoses	2.1 Identify the most common disorders arising from personal injury 2.2 Determine the most common treatments and prognoses of common disorders arising from personal injury 2.3 Research bio psychosocial barriers to effective treatment of personal injuries and strategies to manage them 2.4 Identify and coordinate appropriate services to manage personal injuries for claimants
3. Analyse and interpret medical information	3.1 Identify sources and obtain relevant medical information to meet specific personal injury management objectives 3.2 Use appropriate technology to analyse, interpret, store and share medical information to inform injury and claims management decisions 3.3 Seek advice from and escalate issues to appropriate specialists as required 3.4 Communicate accurate information about claims or cases using correct medical terminology to relevant stakeholders according to legislative and organisational requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.1-1.3, 2.1-2.4, 3.1	Actively researches and develops own medical knowledge in the context of personal injury insurance claims management
Reading	1.1-1.3, 2.1-2.4, 3.1	Researches, interprets and analyses documentation from a variety of sources and records and consolidates relevant related information
Writing	3.2, 3.3, 3.4	Organises, collates and documents medical information relevant to personal injury management
Oral	3.3, 3.4	Uses correct terminology to participate in verbal exchanges or request specific medical information or

Communication		advice from specialists
Numeracy	1.1, 2.1, 2.2	Accurately interprets statistical reports and information related to medical data
Navigate the world of work	2.4	- Uses a broad range of strategies to develop relevant knowledge and skills - Works within legislative and regulatory requirements in managing information
Interact with others	3.2-3.4	Collaborates and networks with a variety of stakeholders in order to achieve outcomes
Get the work done	1.4, 2.4, 3.2, 3.3	- Uses a range of digitally based technologies to access, extract, store and share relevant personal injury management information - Accesses specialist advice or services as required

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM505 Use medical knowledge in the management of personal injury claims	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>