



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FNS30210 Certificate III in Personal Injury Management (Claims Management)**

**Revision Number: 2**

## FNS30210 Certificate III in Personal Injury Management (ClaimsManagement)

### Modification History

Release	Comments
Release 2	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Replaced BSBOHS303B Contribute to OHS hazard identification and risk with BSBOHS201A Participate in OHS processes. This is considered a more appropriate unit for this qualification.</p> <p>Replaced PSPGOV414A Provide workplace mentoring with TAEDEL404A Mentor in the workplace. This is considered a more appropriate unit for this qualification.</p>

### Description

This qualification is designed to reflect the role of entry level employees within the personal injury management sector, who apply a broad range of competencies using limited discretion and judgement within the claims management function. Work functions may include:

- processing case claims
- acting as a claims agent
- assisting in making workplaces and other relevant areas safe
- promoting health, safety and welfare of workers and others
- monitoring and review processes to ensure treatment is prompt, proactive and effective
- promoting and improving return to work outcomes.

### Pathways Information

Personal injury management entry level job roles that may relate to outcomes within:

- workplace injury insurance
- compulsory third party insurance (CTP).

The primary pathway from this qualification is entry level employment the personal injury management sector. Other personal injury management specialist FNS10 Financial Services Training Package qualifications at Certificate III and IV would support career progression.

### Licensing/Regulatory Information

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• conducting research to collect and analyse information and presenting it in report form</li> <li>• having the ability to question, clarify and evaluate information</li> <li>• possessing well-developed presentation skills with an ability to 'read' verbal and non-verbal body language</li> <li>• preparing and presenting correspondence in appropriate electronic format</li> <li>• using effective telephone techniques and having the ability to negotiate solutions with clients, stakeholders and colleagues within area of responsibility</li> <li>• writing in a range of styles to suit different audiences</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• referring matters to nominated person as required</li> <li>• working as a member of a team and applying knowledge of one's own role to achieve team goals</li> <li>• working with specialists for advice and on a referral basis</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• applying estimating skills in calculating liability and refunds</li> <li>• resolving customer complaints within area of responsibility</li> <li>• reading and understanding policy documents</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• contributing creative ideas to resolve workplace issues</li> <li>• referring non-routine problems to a nominated person</li> <li>• responding to changing situations in the workplace</li> <li>• identifying and delivering service within industry best practice requirements</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the planning process by researching and validating information relating to claims</li> <li>• processing claims and policy data within defined guidelines</li> <li>• processing claims that have limited medical requirements</li> <li>• processing claims that may require periods of from work</li> <li>• processing low risk claims and claims with a low life span</li> <li>• processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks</li> <li>• reviewing and monitoring claims</li> </ul>

Self-management	<ul style="list-style-type: none"><li>• managing own time and priorities and dealing with contingencies</li><li>• operating within codes of ethics, codes of professional conduct, legislation and regulations</li><li>• taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li></ul>
Learning	<ul style="list-style-type: none"><li>• acquiring and applying knowledge of products, services and organisational policies and procedures</li><li>• asking questions to clarify instructions</li><li>• seeking advice on technical issues</li><li>• using online help and manuals to solve basic technology problems</li></ul>
Technology	<ul style="list-style-type: none"><li>• operating organisational business or records system</li><li>• using business technology such as computers, and word processing and document management software</li><li>• using databases, record system and workflow packages</li></ul>

## Packaging Rules

**13 units** must be achieved:

**7 core units**

***plus 6 elective units***

**2 elective units** must be selected from the elective units listed below.

The remaining 4 elective units may be selected from the elective units listed below, any endorsed Training Package or accredited course. All **elective units** may be selected from a Certificate III qualification; **2 elective units** may be selected from Certificate IV qualification. Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

### **Core units of competency:**

FNSPIM301A Process benefit payments

FNSPIM302A Determine claim liability

FNSPIM303A Work within the personal injury management sector

FNSPIM304A Manage claims

FNSPIM410A Collect, assess and use information

BSBCUS301A Deliver and monitor a service to customers

BSBWOR404B Develop work priorities

### **Elective units of competency:**

FNSCUS401A Participate in negotiations

BSBCMM301A Process customer complaints

BSBOHS201A Participate in OHS processes

BSBWOR203A Work effectively with others

CHCTC302A Provide client-centred telephone counselling

TAEDEL404A Mentor in the workplace