Australian Government

FNS30210 Certificate III in Personal Injury Management (ClaimsManagement)

Release 3

INDUSTRY SKILLS COUNCILS
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FNS30210 Certificate III in Personal Injury Management (ClaimsManagement)

Modification History

Release	Comments
	This version first released with *FNS10 Financial Services Training Package Version 5.0.* Update imported units: *BSBWOR203A* to *BSBWOR203B*; *BSBCMM301A* to *BSBCMM301B*; *BSBCUS301A* to *BSBCUS301B*; *CHCTC302A* to *CHCTC302B*. Qualification outcomes remain unchanged.
Release 2	This version first released with *FNS10 Financial Services Training Package version 2.0.* 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. Replaces *PSPGOV414A Provide workplace mentoring* with *TAEDEL404A Mentor in the workplace.* This is considered a more appropriate unit for this qualification.
Release 1	This qualification first released with FNS10 Financial Services Training Package Version 1.0.

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

Pathways into the qualification

Entry into this qualification may be through personal injury management entry level job roles in the areas of:

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

Pathways from the qualification

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

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

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	• conducting research to collect and analyse information and presenting it in report form • having the ability to question, clarify and evaluate information • possessing well-developed presentation skills with an ability to 'read' verbal and non-verbal body language • preparing and presenting correspondence in appropriate electronic format • using effective telephone techniques and having the ability to negotiate solutions with clients, stakeholders and colleagues within area of responsibility • writing in a range of styles to suit different audiences
Teamwork	• referring matters to nominated person as required • working as a member of a team and applying knowledge of one's own role to achieve team goals • working with specialists for advice and on a referral basis
Problem solving	• applying estimating skills in calculating liability and refunds • resolving customer complaints within area of responsibility • reading and understanding policy documents
Initiative and enterprise	• contributing creative ideas to resolve workplace issues • referring non-routine problems to a nominated person • responding to changing situations in the workplace • identifying and delivering service within industry best practice requirements
Planning and organising	• contributing to the planning process by researching and validating information relating to claims • processing claims and policy data within defined guidelines • processing claims that have limited medical requirements • processing claims that may require periods of from work • processing low risk claims and claims with a low life span • processing routine documents and maintaining files, managing information and scheduling and coordinating competing tasks • reviewing and monitoring claims

Self-management	• managing own time and priorities and dealing with contingencies • operating within codes of ethics, codes of professional conduct, legislation and regulations • taking responsibility as required by work role and ensuring all organisational policies and procedures are followed
Learning	• acquiring and applying knowledge of products, services and organisational policies and procedures • asking questions to clarify instructions • seeking advice on technical issues • using online help and manuals to solve basic technology problems
Technology	• operating organisational business or records system • using business technology such as computers, and word processing and document management software • using databases, record system and workflow packages

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
- BSBCUS301B Deliver and monitor a service to customers
- BSBWOR404B Develop work priorities

Elective units of competency:

- FNSCUS401A Participate in negotiations
- BSBCMM301B Process customer complaints
- BSBOHS201A Participate in OHS processes
- BSBWOR203B Work effectively with others
- CHCTC302B Provide client-centred telephone counselling
- TAEDEL404A Mentor in the workplace
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