



Australian Government

FNS40310 Certificate IV in Personal Injury Management (Claims Management)

Release 2

FNS40310 Certificate IV in Personal Injury Management (Claims Management)

Modification History

Release	Comments
Release 2	<p>This version first released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Update imported units: <i>CHCCOM3C Utilise specialist communication skills to build strong relationships</i> replaced by equivalent unit <i>CHCCOM403A Use targeted communication skills to build relationships</i>; <i>CULMS406C Deliver information, activities and events</i> replaced by equivalent unit <i>CULEVP401A Present information on activities, events and public programs</i></p> <p>Qualification outcomes remain unchanged.</p>
Release 1	<p>This qualification first released with <i>FNS10 Financial Services Training Package version 1.0</i>.</p>

Description

This qualification reflects job roles requiring well-developed skills and a broad knowledge base in a wide variety of contexts within the personal injury management sector. It may involve supervision or leadership and guidance with some limited responsibility for the claims processing of others. Possible work functions may include:

- processing case claims within a large organisation
- working as a claims agent
- coordinating case claims
- managing a claims team
- analysing claims
- resolving disputes
- leading and supporting a team
- monitoring and processing claims in accordance with underwriting requirements
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Pathways Information

Pathways into the qualification

Preferred pathways for candidates entering this qualification include:

- FNS30210 Certificate III in Personal Injury Management (Claims Management)

Pathways from the qualification

The primary pathway from this qualification is employment in the personal injury management sector that may relate to job roles within:

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

A further learning pathway utilising qualifications such as Diploma of Personal Injury Management 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 SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • actively consulting stakeholders and seeking feedback • developing and writing reports to specifications • fostering stakeholder relationships and providing a high level of customer service and relationship management • presenting cases at conciliation conferences, courts, tribunals and reviewing hearings • using effective high level written and oral skills to mediate, negotiate and facilitate resolutions • using external networks and providing advice on rehabilitation services
Teamwork	<ul style="list-style-type: none"> • working effectively within a multi-disciplinary team • working with a wide range of experts inside and outside the organisation, such as medical and rehabilitation advisers and job search case managers for job placement
Problem solving	<ul style="list-style-type: none"> • analysing and assessing the injured person's capability to return to work • collecting, comparing and contrasting data • costing rehabilitation services and return to work plans • developing and implementing payment schedules • using dispute resolution techniques • using judgement and decision making skills
Initiative and enterprise	<ul style="list-style-type: none"> • developing and using techniques to assist the long-term management of clients' injuries • developing innovative approaches to return to work strategies • matching employer's requirements and worker's capabilities
Planning and organising	<ul style="list-style-type: none"> • conducting initial assessments, and developing and monitoring return to work plans and rehabilitation plans • coordinating and securing resources to assist injured persons • developing and implementing contingency management strategies to keep clients informed on the progress of their case • monitoring, reviewing and closing cases • preparing for hearings • researching stakeholder educational needs and documenting information • using and maintaining systems, records and reporting procedures

Self-management	<ul style="list-style-type: none">• applying case load management skills• managing own time and priorities and dealing with contingencies• representing organisation in a professional manner at hearings and court cases• working ethically and complying with all industry codes of practice and legislative requirements
Learning	<ul style="list-style-type: none">• arranging induction and training for injured workers at place of employment• educating injured persons on job search techniques• maintaining currency of knowledge of legislation, injury management models and related services• referring claimants to external rehabilitation services
Technology	<ul style="list-style-type: none">• conducting web searches and using corporate templates• using business technology such as computers, and word processing and document management software• using presentation equipment and materials• using research data devices and telecommunication devices and equipment

Packaging Rules

13 units must be achieved.

4 core units
plus 9 elective units

- at least 5 elective units of competency must be selected from the elective bank below
- a minimum of 2 electives must be selected from units aligned to Certificate IV qualifications in the FNS10 Financial Services or another endorsed Training Package
- a maximum of 2 electives can be selected from units aligned to Diploma qualifications in any endorsed Training Package or accredited course
- a maximum of 2 electives can be selected from units aligned to Certificate III qualifications in any endorsed Training Package or accredited course.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

Core units of competency:

- FNUSCUS402A Resolve disputes
- FNSISV405A Analyse insurance claims
- FNUSPIM303A Work within the personal injury management sector
- FNUSPIM409A Maintain customer relationship

Elective units

- BSBRES401A Analyse and present research information
- BSBPMG510A Manage projects
- CHCCOM403A Use targeted communication skills to build relationships
- CULEVP401A Present information on activities, events and public programs
- FNUSCUS401A Participate in negotiations
- FNUSPIM304A Manage claims
- FNUSPIM401A Plan and implement rehabilitation and return to work and health strategies
- FNUSPIM402A Represent personal injury management agent or insurer at conciliation and review hearings
- FNUSPIM403A Educate clients on personal injury management issues
- FNUSPIM404A Assist injured persons with job placement
- FNUSPIM405A Facilitate a return to work
- FNUSPIM411A Manage personal injury case loads