



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM403A Educate clients on personal injury management issues

Revision Number: 1

FNSPIM403A Educate clients on personal injury management issues

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to educate clients on personal injury management issues by researching and imparting relevant information to clients in a readily understood and accepted manner applying sound industry and product knowledge including a working knowledge of relevant State or Territory legislative requirements.</p> <p>This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.</p>
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Application of the Unit

Application of the unit	<p>This unit may be appropriate for case managers and other specialists within the claims area of the personal injury management sector.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify, develop and implement strategies to educate clients	1.1. Personal injury management educational needs of <i>clients</i> are researched and established 1.2. Current and future educational opportunities are identified from internal and external networks, and utilised to develop effective <i>education strategies</i> 1.3. A <i>variety of strategies</i> are developed to educate personal injury management clients in effective work practices 1.4. Promotional material is developed using appropriate media and in a style and quality to suit audience 1.5. Client feedback is sought and used to improve the provision of education 1.6. Cooperation and support is canvassed from local industry employer organisations
2. Educate clients in the workplace	2.1. The personal injury management message is imparted accurately and in a clear, concise and confident manner which addresses the clients' concerns and enhances their knowledge of relevant issues 2.2. Advice and support are provided at an appropriate time and to facilitate group and individual learning 2.3. The ways in which advice and support are provided engender joint commitment to the objectives of organisation policy and legislative responsibilities
3. Present information at meetings, seminars and public forums	3.1. Information is presented systematically and clearly, and where necessary modified to suit all clients' educational needs 3.2. Presentation and training methods used are appropriate to the clients' background and aptitudes 3.3. <i>Presentation equipment and materials</i> are used correctly and efficiently 3.4. Feedback from individuals and groups is obtained and used to identify and introduce improvement in future presentations

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- well-developed communication skills to:
 - determine and confirm information, using questioning and active listening as required
 - liaise with others, share information, listen and understand
 - negotiate and advocate for clients
 - make effective and clear presentations
 - write business reports
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - perform calculations related to achieving required outcomes
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - access and update records electronically
 - use internet information
- well-developed literacy skills to:
 - read and interpret documentation from a variety of sources and record and consolidate relevant related information
 - interpret and apply policy
- research and analysis skills for accessing and interpreting relevant information
- effective interpersonal skills
- organisation skills, including the ability to plan and sequence work
- research skills
- risk assessment skills

Required knowledge

- common law, legal systems and procedures, relevant acts
- organisation policy, procedures, underwriting guidelines and authorities
- information technology communications systems
- return to work strategies and methods
- risk prevention methods and application
- industry sector and organisation policy wording
- industry sector compliance requirements

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • interpret and comply with industry and organisation obligations and objectives including relevant legislative requirements • deal with questions relating to all aspects of the business and issues that arise for clients • apply sound advocacy skills to convince clients of the benefits of the personal injury management system using a thorough grounding in return to work, health strategies and methods • identify and present on issues of relevance to clients.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment • access to and the use of a range of common office equipment, technology, software and consumables • access to organisation records • access to organisation policies and procedures.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:</p> <ul style="list-style-type: none"> • evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency • observing processes and procedures in workplaces • verbal or written questioning on underpinning knowledge and skills • evaluating samples of work • accessing and validating third party reports • setting and reviewing workplace projects and business simulations or scenarios.
Guidance information for assessment	

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><i>Clients</i> may include:</p>	<ul style="list-style-type: none"> • employer and industry associations • employers • family members • insurance brokers • insurer • legal service providers • medical and like providers • rehabilitation providers • risk managers • the community • union • work team members • workers.
<p><i>Education strategies</i> may include:</p>	<ul style="list-style-type: none"> • planned information presentations and training events and programs • information presentation at client's premises or public forums • published information on legislation, work practices and developments in the workers compensation/personal injury management area • reports on workers compensation personal injury management developments and services.
<p><i>A variety of strategies</i> for effective work may include:</p>	<ul style="list-style-type: none"> • arrangements for rehabilitation service rates and insurers' obligations on return to work • identifying, clients identifying alternative employment opportunities, availability of vocational re-education/training • counselling provisions • establishing a general rehabilitation program, risk management program • estimating and arranging a return to work in consultation with the treating doctor for the rehabilitation provider • explaining legal rights, including common law claims and principles of liability

RANGE STATEMENT	
	<ul style="list-style-type: none"> • other workplace related issues (e.g. industrial relations) • selection of medical and like services • termination, cessation or alteration of payments on return to work • types of claims, benefit entitlements and rehabilitation procedures to the injured workerperson and clients, employer and work team.
<i>Presentation equipment and materials</i> may include:	<ul style="list-style-type: none"> • data show presentations • demonstrations in the workplace • fliers, reports, brochures • video.

Unit Sector(s)

Unit sector	Personal injury management
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		