



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM502A Facilitate workplace assessment with stakeholders for personal injury cases

Release: 1

FNSPIM502A Facilitate workplace assessment with stakeholders for personal injury cases

Modification History

Not applicable.

Unit Descriptor

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| Unit descriptor | <p>This unit describes the performance outcomes, skills and knowledge required to facilitate workplace assessments with relevant stakeholders for personal injury claims and encompasses facilitating a workplace assessment, conducting job analysis, and recommending workplace modifications and job redesign with relevant stakeholders.</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

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| Application of the unit | <p>This unit applies to job roles involving planning and implementing an injured person's to return to work and applies in the personal injury management sector.</p> |
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

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| Prerequisite units | |
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Employability Skills Information

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

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| 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 |
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| 1. Facilitate a workplace assessment | 1.1. Organisation and best practices for principles relating to workplace assessment are utilised 1.2. Workplace assessment objectives are identified and rationalised in accordance with organisation guidelines and feedback from <i>stakeholders</i> 1.3. <i>workplace duties and requirements</i> are identified within the workplace in consultation with relevant stakeholders in order to make recommendations 1.4. Rehabilitation and injured person's status reports are reviewed to determine the injured person's capacity to perform tasks 1.5. Organisation and legislative guidelines are utilised to review safe work practices 1.6. Recommendation resulting from workplace assessment are incorporated into workplace assessment reports 1.7. Recommendations identified in the workplace assessment are referred to specialist stakeholders for further clarification and advice 1.8. Recommendations from specialist stakeholders are incorporated into workplace implementation and recommendation reports |
| 2. Facilitate job analysis | 2.1. Technical and clinical expertise is secured to undertake <i>job analysis</i> with the employer and workplace 2.2. Knowledge and application of safe work practices are incorporated into job analysis 2.3. Feedback is provided to employer and organisation on the appropriateness of the work site |
| 3. Recommend workplace modifications | 3.1. Resources required to make modifications to workplace environments are identified and secured 3.2. Strategies are developed in consultation with relevant stakeholders to identify tasks which will assist the injured person return to work, short-term and long-term 3.3. Organisation guidelines and best practice methods are utilised to determine costing and funding sources for workplace modification requirements 3.4. Training and educational services are provided on the use of adaptive equipment and workplace modifications |
| 4. Facilitate job redesign | 4.1. Circumstances in which job redesign may be used are determined |

| ELEMENT | PERFORMANCE CRITERIA |
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| | <p>4.2. Consultation with stakeholders and employers is conducted to determine willingness and ability to accommodate the injured person's limitations and abilities in accordance with organisation guidelines</p> <p>4.3. Stakeholder feedback is obtained on the injured person's <i>abilities</i> and ability to perform the required job</p> <p>4.4. Stakeholder feedback is obtained on job tasks and elements which outside the injured person's capabilities</p> <p>4.5. Safe work practices are considered in job redesign and recommendation in accordance with organisation guidelines and legislative requirements</p> |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- highly-developed communication skills to:
 - determine and confirm information, using questioning and active listening as required
 - negotiate, implement and monitor return to work, health programs
 - liaise with stakeholders, share information, listen and understand
 - capture and explain facets of return to work, health plans
 - 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:
 - interpret and apply legislation, regulations and policies relating to the implementation of return to work, health plans
 - read and interpret information such as legislation and organisation policies to assist in the development of return to work, health plans.
- research and analysis skills for accessing and interpreting relevant information
- effective interpersonal skills
- organisation skills, including the ability to plan and sequence work

Required knowledge

- legislative requirements as they relate to the development, implementation and monitoring of workplace assessment results and recommendations
- organisation requirements and guidelines as they relate to the development, implementation and monitoring of workplace assessments and recommendations
- stakeholder groups available to support the evaluation process required to conduct injured persons' workplace assessments

Evidence Guide

| EVIDENCE GUIDE | |
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| <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"> • conduct workplace assessments with relevant stakeholder groups • facilitate job analysis as part of the workplace assessment and identify and recommend workplace modifications as a result of stakeholder feedback • recommend job design as a result of stakeholder feedback using knowledge of relevant stakeholder groups available to conduct workplace assessments • apply knowledge of relevant organisation policies and procedures and legislative requirements. |
| 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 | |

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| EVIDENCE GUIDE | |
| assessment | |

Range Statement

| RANGE STATEMENT | |
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| <p>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> | |
| <p><i>Stakeholders</i> may include:</p> | <ul style="list-style-type: none"> • allied health professionals • community organisations • co-workers • family members • insurers • job placement practitioners • rehabilitation specialists • reviewing and consulting medical practitioners • treating medical practitioners • unions and union representatives • vocational practitioners • work trial hosts • workplace supervisors. |
| <p><i>Workplace duties and requirements</i> may include:</p> | <ul style="list-style-type: none"> • designated work breaks • hours of work • rostering • specific use of equipment • type of work • working conditions. |
| <p><i>Job analysis</i> may include:</p> | <ul style="list-style-type: none"> • cognitive demands • environment requirements and considerations • physical requirements and considerations. |
| <p><i>Abilities</i> may include:</p> | <ul style="list-style-type: none"> • cognitive abilities • functional abilities • physical abilities • psychological abilities. |

Unit Sector(s)

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| Unit sector | Personal injury management |
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Competency field

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| Competency field | |
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Co-requisite units

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| Co-requisite units | | |
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