



Australian Government

Department of Education, Employment and Workplace Relations

PSPIM401A Conduct initial claim assessments

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers initial assessment of compensation claims for employment-related injuries. It includes receiving and acknowledging claims, and assessing rehabilitation need (for referral). Staff of the employer undertake this role.

In practice, conducting initial assessments may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, delivering client services, gathering and analysing information.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Receive and acknowledge claims

- 1.1 *Completeness* of claim is assessed in accordance with legislation, policy and procedures.
- 1.2 Missing information is obtained in accordance with *legislation, policy and procedures*.
- 1.3 Risk streaming of claims is undertaken in accordance with organisational policy and procedures.
- 1.4 *Initial assessment* is conducted to confirm that the employee is a 'worker' under the Act and that the reported *condition* is *compensable* under the legislation.
- 1.5 Claim is acknowledged within required timeframes determined by legislation or organisational procedures.
- 1.6 Data is collated for determining *weekly earnings* and payments, if claim is accepted or deferred.

2. Assess need for rehabilitation referral

- 2.1 The need for rehabilitation is determined in accordance with legislation, organisational policy and procedures.
- 2.2 When referral is required, documentation is copied and forwarded for rehabilitation assessment.
- 2.3 Assessments are reviewed in accordance with organisational policy and procedures if circumstances change.
- 2.4 Claim is progressed for investigation and determination in accordance with legislation, policy and procedures.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- applying legislation, regulations and policies relating to initial assessment of compensation claims
- assessing the completeness of information and the requirement for rehabilitation
- reading and applying complex information such as legislation and regulations
- responding to diversity, including gender and disability
- applying procedures relating to occupational health and safety and environment in the context of injury management

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to injury management
- privacy legislation
- freedom of information legislation
- procedures to ensure confidentiality and security of information
- requirements for referrals for rehabilitation assessment
- definitions of eligible workers and disabilities under the legislation
- medical terminology
- documentary requirements of a claim
- organisational standards for responding to claims
- equal employment opportunity, equity and diversity principles
- public sector legislation such as occupational health and safety and environment in the context of injury management

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV402B Deliver and monitor service to clients
 - PSPGOV406B Gather and analyse information
 - PSPGOV408A Value diversity
 - PSPGOV422A Apply government processes
 - PSPLEGN401A Encourage compliance with legislation in the public sector

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- initial assessment of compensation claims in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to injury management
- case studies and workplace scenarios to capture the range of situations likely to be encountered when undertaking initial claim assessments

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when initially assessing compensation claims, including coping with difficulties, irregularities and breakdowns in routine

- initial assessment of compensation claims in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Complete claim may include:

- injury report form
- motor vehicle accident report if applicable
- compensation claim form
- prescribed medical certificate from legally qualified medical practitioner
- information from the workplace that confirms reported condition is compensable under the legislation

Legislation, policy and procedures may include:

- workers rehabilitation/compensation legislation
- privacy legislation
- freedom of information legislation
- procedures to ensure confidentiality and security of information
- organisation policy
- performance standards
- claims management manual
- public sector standards
- codes of conduct
- codes of ethics

Initial assessment may need:

- further investigation

Condition may include:

- an illness or injury considered a disability under the legislation, where there is a relationship between the disability and the employment of the worker

Compensable means:

- an injury or illness for which workers compensation benefits are payable

Weekly earnings are:

- average weekly earnings/normal weekly earnings
- the amount a worker could reasonably have expected to earn if not injured

Unit Sector(s)

Not applicable.

Competency field

Injury Management.