



Australian Government

Department of Education, Employment and Workplace Relations

PSPIM409A Maintain injury management case files

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 maintenance of injury management case files in accordance with legislative requirements. It includes opening, maintaining and closing injury management case files. In practice, maintenance of injury management case files may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, delivering client services, working with diversity, gathering and analysing information, etc.

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

- | | |
|--|--|
| <p>1. Open injury management case files</p> | <p>1.1 Case files are opened in compliance with legal and organisational requirements.</p> <p>1.2 Comprehensive details of claims are recorded in accordance with legislation, policy and procedures.</p> <p>1.3 All documents and other <i>materials</i> relating to claims are filed in accordance with file design and recordkeeping procedures.</p> <p>1.4 Access to and security of case files are controlled in accordance with the organisation's legal obligations and standards.</p> |
| <p>2. Maintain injury management case files</p> | <p>2.1 Correspondence, documentation, recordkeeping and reporting requirements are met and file copies are maintained in accordance with organisational policy and procedures.</p> <p>2.2 All actions relating to cases are documented and recorded on case files in accordance with legislation, policy and procedures.</p> <p>2.3 Information on files is <i>completed</i> and includes supporting information for any decisions or actions in accordance with legislation, policy and procedures.</p> <p>2.4 Case files are maintained to a standard that allows them to meet evidentiary requirements of tribunals and courts.</p> |
| <p>3. Close injury management case files</p> | <p>3.1 All outstanding actions are completed and case files are <i>closed</i> in accordance with organisational policy and procedures.</p> <p>3.2 Medical closure is confirmed and required documents are checked for completeness before adding to file.</p> <p>3.3 Arrangements for any lump sum payment for non-economic loss are finalised in accordance with legislation, policy and procedures.</p> <p>3.4 Weekly payments are discontinued and outstanding accounts are dealt with in accordance with <i>legislation, policy and procedures</i>.</p> <p>3.5 Record closure is undertaken and files are archived in accordance with recordkeeping policy and procedures.</p> <p>3.6 Reconciliation of payments is carried out in accordance with organisational policy and procedures.</p> |

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 maintaining injury management case files
- recordkeeping
- using written communications, including correspondence, file notes, meeting notes etc
- 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
- public sector management acts
- privacy legislation
- freedom of information legislation
- procedures that ensure confidentiality and security of personal information
- rules relating to access to personal information
- public sector and organisational recordkeeping requirements
- reporting requirements
- 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)
- maintenance of injury management case files 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 maintaining injury management case files

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 maintaining injury management case files, including coping with difficulties, irregularities and breakdowns in routine

- maintenance of injury management case files 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:

- demonstration
- observation
- 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.

Other materials may be:

- electronic information
- photographs
- tapes
- videos

Completed information is:

- dated
- signed
- accurate
- legible
- related to all conversations and activities, as well as formal meetings and correspondence

Closure policy may be:

- no activity for a set period, such as 4 months

Legislation, policy and procedures may include:

- workers rehabilitation/compensation legislation
- allied legislation such as occupational health and safety acts, regulations and associated standards
- privacy legislation
- freedom of information legislation
- procedures to ensure confidentiality and security of information
- performance standards
- rehabilitation and return to work manual
- public sector legislation and standards
- codes of conduct
- codes of ethics

Unit Sector(s)

Not applicable.

Competency field

Injury Management.