



Australian Government

Assessment Requirements for BSBWHS407 Assist with claims management, rehabilitation and return-to-work programs

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to work within legislative and insurance requirements and organisational policies and procedures to:

- assist with processing and analysing workers' compensation claims including:
 - identifying and reporting on the nature of injury
 - estimating period of absence from work
 - ensuring arrangements are made in the work team to deal with absence as needed
- assist with planning, implementation of a rehabilitation or return-to-work program including:
 - job redesign, reduced hours and alternative duties as appropriate
 - documenting existing skills, experience and capabilities of affected worker
 - assisting with design of a rehabilitation or return-to-work program and determining retraining requirements
 - consulting with relevant managers about the program
- assist with monitoring and evaluating a rehabilitation or return-to-work program including:
 - facilitating regular contact, feedback and communications between provider, supervising manager and worker
 - identifying and notifying breaches of the return-to-work program and taking prompt remedial action
 - modifying the program where appropriate
 - evaluating the program and implementing recommendations for system improvement where appropriate
- communicate and facilitate consultation and negotiations sensitively with affected worker, relevant managers and external providers to address issues around compensation, treatment, rehabilitation, return-to-work matters and the effectiveness of a program.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain the organisation's rehabilitation and return-to-work programs
- outline relevant legislation and insurance requirements
- summarise the rights and obligations of all parties for rehabilitation and return-to-work programs under the relevant workers' compensation scheme and relevant legislation
- outline methods, techniques and tools to support the affected worker including:
 - different rehabilitation options and providers
 - options for alternative duties
 - processes and procedures preparing a workplace for return-to-work.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals carrying out work health and safety duties in the workplace and include access to:

- workplace documentation and WHS data
- relevant Acts, regulations, codes of practice, licensing requirements, standards
- office equipment and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>