



Australian Government

FNS30220 Certificate III in Personal Injury Management

Release 1

FNS30220 Certificate III in Personal Injury Management

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Qualification Description

This qualification is designed to reflect the job role of entry level employees within the personal injury management sector. Individuals in these roles apply a broad range of competencies using limited discretion and judgement within the claims management function. Individuals at this level apply knowledge and skills to demonstrate autonomy and judgement and take limited responsibility in known situations under general supervision.

Licensing, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification is used may be subject to regulatory requirements. Relevant regulatory authorities should be consulted to confirm those requirements before applying the qualification.

Entry Requirements

Nil

Packaging Rules

Total number of units = 10

4 core units plus

6 elective units, of which:

- at least 4 must be from the electives listed below
- up to 2 may be from elsewhere in this or any other currently endorsed Certificate II, Certificate III or Certificate IV training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

Core units

BSBOPS304 Deliver and monitor a service to customers

BSBPEF402 Develop personal work priorities

FNSPIM313 Work within the personal injury management sector

FNSPIM410 Collect, assess and use information

Elective units

BSBOPS305 Process customer complaints

BSBOPS404 Implement customer service strategies

BSBTWK201 Work effectively with others

BSBWHS211 Contribute to health and safety of self and others

FNSPIM301 Process benefit payments

FNSPIM302 Determine claim liability

FNSPIM314 Assess and determine initial entitlements for personal injury claims

FNSPIM415 Manage personal injury case loads

FNSPIM425 Facilitate recovery and return to life

FNSPIM434 Manage personal injury claims

Qualification Mapping Information

No equivalent qualification. Supersedes and is not equivalent to FNS30215 Certificate III in Personal Injury Management.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>