



Australian Government

FNS42115 Certificate IV in Personal Injury Management

Release 3

FNS42115 Certificate IV in Personal Injury Management

Modification History

Release	Comments
Release 3	Unit mapping grid updated This Qualification first released with FNS Financial Services Training Package Version 3.0
Release 2	Elective unit list updated. This Qualification first released with FNS Financial Services Training Package Version 2.1.
Release 1	This Qualification first released with FNS Financial Services Training Package Version 2.0.

Qualification Description

This qualification reflects job roles requiring well developed skills and a broad knowledge base in a wide variety of contexts within the personal injury management sector. It may involve supervision or leadership and guidance with some limited responsibility for others. Individuals in these roles apply theoretical and technical knowledge and skills to work autonomously and exercise judgement in completing routine and non-routine activities. The qualification allows for specialisation in claims management, return to work, underwriting and medical indemnity.

Licensing/Regulatory Information

No licensing or certification requirements apply to this qualification at the time of publication. However, some units will specify relevant licensing, legislative and/or regulatory requirements. Refer to the FNS Implementation Guide Companion Volume for guidance on requirements.

Entry Requirements

Nil

Packaging Rules

Total number of units = 13

3 core units plus

10 elective units

The elective units consist of:

- all 4 units in one of the following streams:
- Group A Claims management
- Group B Return to work
- Group C Underwriting
- Group D Medical indemnity.

Of the remaining 6 units:

- up to 4 may be from Group A, B, C, D or E
- up to 2 may be from a Certificate III, Certificate IV or Diploma in any currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Note: Units selected from other training packages or accredited courses must not duplicate units selected from or available within the Financial Services or Business Services Training Packages.

Core Units

FNSCUS401 Participate in negotiations

FNSCUS402 Resolve disputes

FNSPIM409 Maintain customer relationship

Elective Units

Group A - Claims management

FNSISV405 Analyse insurance claims

FNSPIM303 Work within the personal injury management sector

FNSPIM414 Manage personal injury claims

FNSPIM415 Manage personal injury case loads

Group B - Return to work

- FNSPIM303 Work within the personal injury management sector
- FNSPIM401 Plan and implement rehabilitation and return to work and health strategies
- FNSPIM405 Facilitate a return to work
- FNSPIM502 Facilitate workplace assessment with stakeholders for personal injury cases

Group C - Underwriting

- FNSCRD403 Manage and recover bad and doubtful debts
- FNSPIM303 Work within the personal injury management sector
- FNSPIM407 Register policy
- FNSPIM408 Renew and maintain policy

Group D - Medical indemnity

- FNSISV407 Use medical terminology in an insurance context
- FNSPIM416 Work effectively in the medical indemnity sector
- FNSPIM417 Analyse medical indemnity claims
- FNSPIM512 Negotiate settlements for medical indemnity claims

Group E - General

- BSBCUS301 Deliver and monitor a service to customers
- BSBFLM303 Contribute to effective workplace relationships
- BSBHRM604 Manage employee relations
- BSBLDR402 Lead effective workplace relationships
- BSBMGT401 Show leadership in the workplace
- BSBPMG522 Undertake project work
- BSBRES401 Analyse and present research information
- BSBWOR404 Develop work priorities
- CHCCOM002 Use communication to build relationships
- CHCDIV001 Work with diverse people
- FNSINC401 Apply principles of professional practice to work in the financial services industry
- FNSISV401 Evaluate risk for new business
- FNSISV402 Underwrite new business
- FNSISV404 Underwrite renewal business

FNSISV512 Work with legal teams to resolve complex claims

FNSPIM403 Educate clients on personal injury management issues

FNSPIM404 Assist clients with job placement

FNSPIM406 Develop and maintain knowledge of personal injury management insurance

FNSPIM505 Use medical knowledge in the management of personal injury claims

FNSPIM304 Assess and determine ongoing entitlements

FNSPIM410 Collect, assess and use information

FNSPIM413 Assist with preparations for conciliation and review hearings

FNSPIM501 Develop a return to work or injury management strategy

PSPGEN051 Conduct evaluations

PSPINM003 Undertake initial rehabilitation assessments

PSPINM005 Conduct situational workplace assessments

PSPINM006 Develop return to work plans

PSPINM007 Implement and monitor return to work plans

PSPINM014 Contribute to a quality injury management system

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS42115 Certificate IV in Personal Injury Management (Release 3)	FNS42115 Certificate IV in Personal Injury Management (Release 2)	Unit mapping grid updated	Equivalent qualification

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>