



**Australian Government**

# **FNS42120 Certificate IV in Personal Injury Management**

**Release 4**

## FNS42120 Certificate IV in Personal Injury Management

### Modification History

Release	Comments
Release 4	This version first released with the FNS Financial Services Training Package Version 8.0.  Native elective units of competency were updated and/or superseded. Transfer of elective units between elective groupings.
Release 3	This version first released with FNS Financial Services Training Package Version 7.0.  <i>FNSISV408 Manage handling and settlement of routine insurance claims for retail clients</i> was moved from elective <i>Group A</i> to elective <i>Group D</i> .
Release 2	The following elective units of competency have been deleted as directed by the AISC:  <ul style="list-style-type: none"> <li>FNSPIM512 Negotiate settlements for medical indemnity claims.</li> </ul> The above training products were identified as having zero enrolments over a three year period.
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

### 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. Individuals may specialise in claims management, return to life or underwriting.

#### 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 = 12**

**2 core units** plus

**10 elective units**, of which:

- all 3 units from at least one of the following groups must be completed:
  - Group A Claims management
  - Group B Return to life
  - Group C Underwriting
- of the remaining elective units:
  - at least 5 must be from any of the elective groups below
  - up to 2 may be from this qualification or any currently endorsed Certificate III or above 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

FNSPIM313 Work within the personal injury management sector

FNSPIM419 Maintain relationships with personal injury clients

Elective units

### Group A – Claims management

FNSPIM415 Manage personal injury case loads

FNSPIM434 Manage personal injury claims

FNSPIM505 Use medical knowledge in the management of personal injury claims

### Group B – Return to life

FNSCUS411 Participate in negotiations

FNSPIM411 Plan and implement rehabilitation and return to life strategies

FNSPIM425 Facilitate recovery and return to life

### Group C – Underwriting

FNSCRD413 Manage and recover bad and doubtful debts

FNSPIM407 Register policy

FNSPIM408 Renew and maintain policy

**Group D – General**

BSBINS401 Analyse and present research information  
BSBLDR301 Support effective workplace relationships  
BSBLDR411 Demonstrate leadership in the workplace  
BSBLDR413 Lead effective workplace relationships  
BSBOPS304 Deliver and monitor a service to customers  
BSBPEF402 Develop personal work priorities  
BSBPMG430 Undertake project work  
CHCCOM002 Use communication to build relationships  
CHCDIV001 Work with diverse people  
FNCSUS412 Resolve disputes  
FNSINC411 Conduct work according to professional practices in the financial services industry  
FNSISV408 Manage handling and settlement of routine insurance claims for retail clients  
FNSISV411 Evaluate insurance risk for business  
FNSISV412 Underwrite insurance business  
FNSISV417 Use medical terminology in an insurance context  
FNSISV522 Work with legal teams to resolve non-routine and complex insurance claims  
FNSPIM314 Assess and determine initial entitlements for personal injury claims  
FNSPIM406 Develop and maintain knowledge of personal injury management insurance  
FNSPIM410 Collect, assess and use information  
FNSPIM423 Educate clients on personal injury management issues  
FNSPIM424 Assist personal injury clients with job placement  
FNSPIM509 Comply with regulatory frameworks  
FNSPIM521 Develop return to work or injury management strategies  
FNSPIM522 Facilitate workplace assessment with stakeholders for personal injury cases  
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**

No equivalent qualification. Supersedes and is not equivalent to FNS42115 Certificate IV 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>