



Australian Government

FNS51915 Diploma of Personal Injury and Disability Insurance Management

Release 3

FNS51915 Diploma of Personal Injury and Disability Insurance Management

Modification History

Release	Comments
Release 3	This version released with FNS Financial Services Training Package version 3.0 Release 3 created to update elective unit list
Release 2	This Qualification first released with FNS Financial Services Training Package version 2.1. Updates to elective unit list.
Release 1	This Qualification first released with FNS Financial Services Training Package version 2.0. Changes to core and elective units. Qualification outcomes have changed.

Qualification Description

This qualification reflects job roles requiring well developed skills and a broad knowledge base in a wide variety of leadership contexts in the personal injury management sector. Individuals in these roles have autonomy in performing technical operations, apply solutions to a range of often complex problems and analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance and leadership to others. The qualification allows for specialisation in advanced case management, advanced return to work, disability insurance and workplace injury insurance management.

Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Entry Requirements

Nil

Packaging Rules

Total number of units = 12

3 core units plus

9 elective units

The elective units consist of:

- up to 9 from the electives in Group A, B, C, D or E below
- up to 3 may be from a Certificate IV, Diploma or Advanced 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

FNSCUS503 Review business performance

FNSPIM509 Comply with regulatory frameworks

FNSRSK501 Undertake risk identification

Elective Units

Group A - Advanced case management

CHCCSM004 Coordinate complex case requirements

CHCCSM006 Provide case management supervision

FNSRSK502 Assess risks

FNSPIM501 Develop a return to work or injury management strategy

Group B - Advanced return to work

FNSPIM506 Promote the health benefits of returning to work

FNSPIM507 Manage complex return to work cases

FNSPIM508 Evaluate and improve return to work program within an organisation

FNSPIM401 Plan and implement rehabilitation and return to work and health strategies

Group C - Disability insurance

CHCDIS004 Communicate using augmentative and alternative communication strategies

FNSFLT501 Assist customers to budget and manage own finances

FNSPIM510 Implement informed decision making

FNSPIM511 Facilitate setting and achievement of goals

Group D - Workplace injury insurance management

FNSISV506 Investigate insurance claims

FNSPIM504 Manage impairment benefit claims

FNSPIM505 Use medical knowledge in the management of personal injury claims

FNSPIM502 Facilitate workplace assessment with stakeholders for personal injury cases

Group E - General

BSBCMM401 Make a presentation

BSBCUS501 Manage quality customer service

BSBGOV403 Analyse financial reports and budgets

BSBLDR502 Lead and manage effective workplace relationships

BSBMGT502 Manage people performance

BSBSUS501 Develop workplace policy and procedures for sustainability

CHCDIV001 Work diverse people

CHCCCS025 Support relationships with carers and families

FNSCUS401 Participate in negotiations

FNSINC401 Apply principles of professional practice to work in the financial services industry

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSISV501 Issue contracts of insurance covering non-routine and complex situations

FNSISV508 Review and advise on claims costs, policies and procedures

FNSISV509 Analyse financial, medical and psychological claims assessments

FNSISV512 Work with legal teams to resolve complex claims

FNSORG504 Monitor and supervise work practices to meet financial services regulatory requirements

FNSPIM303 Work within the personal injury management sector

FNSPIM406 Develop and maintain knowledge of personal injury management insurance

FNSPIM415 Manage personal injury case loads

FNSPIM503 Represent personal injury management agent or insurer at reconciliation and review hearings

MSMSUP390 Use structured problem solving tools

PSPGEN036 Provide workplace coaching

PSPGEN053 Provide leadership

TAEDEL402 Plan, organise and facilitate learning in the workplace

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS51915 Diploma of Personal Injury and Disability Insurance Management (Release 3)	FNS51915 Diploma of Personal Injury Management (Release 2)	Updates to elective unit list	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>