



Australian Government

Assessment Requirements for FNSPIM303 Work within the personal injury management sector

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- access, source and maintain current information relating to personal injury legislation, regulations and codes of practice as required
- consult with stakeholders demonstrating a sound knowledge of personal injury sector and the impacts of a personal injury on the person and significant others.

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:

- describe the roles and responsibilities of key stakeholders in personal injury management within Australia
- identify key personal injury management authorities and their roles and responsibilities
- identify the various scheme types and benefit models in Australia
- identify the impacts of an injury to an injured person and relevant parties including employers and families of the injured person
- list and define terminology used for workers compensation, personal injury classifications and treatment
- outline the key steps in the personal injury referral process
- describe the consultation and negotiation process
- describe the key features of:
 - relevant industry codes of practice
 - organisational policies and procedures
 - relevant personal injury legislative and regulatory requirements
 - relevant personal injury management services and systems.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the personal injury management field of work and include access to:

- office equipment, technology, software and consumables
- organisational records, policies and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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