



Australian Government

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.

Application

This unit describes the skills and knowledge required to apply organisation procedures, guidelines, policies and industry standards to day-to-day work in the personal injury management sector.

It applies to individuals who develop and apply specialised knowledge of the sector, services and organisation to undertake a broad range of tasks.

Work functions in the occupational areas where this unit 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.

Unit Sector

Personal injury management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Demonstrate a sound working knowledge of the personal injury sector	1.1 Outline the personal injury management process and the roles and responsibilities of stakeholders 1.2 Research the roles and functions of personal injury management authorities and organisations in Australia relevant to own work role 1.3 Demonstrate a sound knowledge of different scheme types and benefit models in Australia in discussions with stakeholders 1.4 Source information and explain the operations and assistance available from relevant personal injury management authorities 1.5 Explain appropriate dispute resolution processes within the

ELEMENT	PERFORMANCE CRITERIA
	personal injury sector to stakeholders
2. Access information	2.1 Identify relevant Acts, regulations and codes of practice relevant to personal injury management and to work role 2.2 Source information relating to relevant Commonwealth, State and Territory Acts, regulations and codes of practice 2.3 Demonstrate knowledge of relevant personal injury and rehabilitation Acts, regulations and codes of practice when working with stakeholders
3. Outline potential impacts of an injury	3.1 Use accurate terminology to cover the different types of injuries suffered by workers 3.2 Outline the possible impacts of an injury on a person and significant others such as family, employer and colleagues 3.3 Identify and coordinate access to specialist services for stakeholders within the personal injury sector as required
4. Undertake consultation with stakeholders	4.1 Follow organisational processes and procedures for consulting and negotiating with stakeholders 4.2 Provide accurate and timely verbal and written communication to stakeholders to support the consultation process 4.3 Maintain ongoing and participative communications with internal and external stakeholders

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.2, 1.3, 1.5, 2.1, 2.2, 3.1, 3.3	Gathers and incorporates information to develop comprehensive sector, product and organisational knowledge
Writing	1.5, 3.1, 4.2, 4.3	- Completes documentation accurately following organisational procedures and protocols - Uses clear language, correct spelling and grammar and appropriate terminology to convey information to a range of personnel

Oral Communication	1.4, 4.1-4.3	- Participates in verbal exchanges with a range of personnel using appropriate language - Uses active listening and questioning skills to confirm understanding
Navigate the world of work	1.1-1.5, 2.1-2.3, 3.1-3.3, 4.1	- Recognises and follows relevant legislative requirements, organisation policies and procedures and meets expectations associated with own role - Takes steps to develop knowledge and understanding relevant to work role
Interact with others	4.1-4.3	Uses appropriate communication strategies to establish a sense of connection with others to build effective communication and rapport
Get the work done	2.2, 3.6, 4.1-4.3	- Organises work according to defined requirements taking responsibility for decisions and sequencing tasks to achieve efficient outcomes - Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM303 Work within the personal injury management sector	FNSPIM303A Work within the personal injury management sector	Updated to meet Standards for Training Packages. Rewording and reordering of performance criteria to clarify intent and better reflect industry practice.	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for FNSPIM303 Work within the personal injury management sector

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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

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