



Australian Government

Assessment Requirements for FNSPIM304 Assess and determine ongoing entitlements

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:

- collect accurate information during the claims registration process, in particular the return to work (RTW), return to health status of the claim and the nature of the injury
- assess claims, determine entitlements and identify any fraud indicators within claim applications
- facilitate interaction with relevant stakeholders, demonstrating knowledge of organisational claims processing requirements
- interpret and apply relevant legislative requirements regarding claims processing.

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:

- explain the operations of organisational claims management information technology systems
- describe the key features of organisational policy and procedures as they relate to the capture, processing and management of personal injury claims
- identify a range of potential risk and fraud indicators relevant to personal injury claims
- describe the key features of relevant personal injury legislation
- identify and describe the key roles of relevant stakeholder parties within the personal injury sectors to manage personal injury claims effectively.

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, policy 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>