



Australian Government

FNSPIM314 Assess and determine initial entitlements for personal injury claims

Release: 1

FNSPIM314 Assess and determine initial entitlements for personal injury claims

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to assess an initial personal injury claim, including determining claim liability and identifying potential fraud indicators, and determine the outcome of a claim.

The unit applies to those who use specialised personal injury management knowledge and follow structured approaches using discretion and judgement within the limits of their authority and relevant to the claims management function.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those 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. Determine validity of claim	1.1 Gather information and review validity of claim according to organisational policies and procedures, and legislative and regulatory requirements 1.2 Return invalid claims and information to claimant for correction as required 1.3 Enter claim information into claims management system according to organisational policies and procedures and codes of practice 1.4 Refer claim to appropriate risk assessment area according to

ELEMENT	PERFORMANCE CRITERIA
	organisation delegation of authority procedures
2. Assess and manage risks	2.1 Identify and assess risks of the claim based on information collected during the claim registration process 2.2 Manage identified risks according to organisational policies and procedures 2.3 Escalate claim as required according to organisational policies and procedures
3. Assess claim for acceptance or rejection based on organisational policies and legislative requirements	3.1 Conduct investigations to determine initial liability and obtain appropriate medical and factual evidence 3.2 Assess evidence and information provided by the client and other required parties 3.3 Identify fraud indicators and escalate according to organisational policies or procedures, or legal requirements 3.4 Accept, deny or hold pending appropriate legal action according to legislative requirements, organisational policies or procedures
4. Determine entitlements and conduct claim management actions	4.1 Determine compensation entitlement amounts according to legislative and organisational policies and procedures 4.2 Plan and implement claim management strategies in consultation with stakeholders 4.3 Document referral process and seek stakeholder confirmation as required 4.4 Record stakeholder interaction and agree on actions according to organisational policies and procedures, and legislative and regulatory requirements 4.5 Identify and document contingency and corrective action plans 4.6 Determine medical liability in consultation with required stakeholders 4.7 Prepare case for conference according to organisational policies and procedures 4.8 Conduct conference and undertake agreed actions

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	• Participates in verbal exchanges with a range of personnel • Uses active listening and questioning techniques to determine,

SKILL	DESCRIPTION
	clarify and confirm information
Reading	Compares and interprets information from a variety of sources to determine requirements
Writing	Records key enquiry information and prepares documentation using clear language, including appropriate terminology, spelling and grammar
Problem solving	Uses systematic, analytical problem-solving processes in complex, routine and non-routine situations, gathering information and identifying and evaluating options against agreed criteria
Self-management	- Identifies and follows legislative and regulatory requirements, referral and delegation procedures, organisational policies and procedures - Takes steps to source information in order to develop knowledge and understanding of work role
Teamwork	Uses collaborative techniques to liaise with others and elicit and share information
Technology	Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

No equivalent unit. Supersedes and is not equivalent to FNSPIM304 Assess and determine ongoing entitlements.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSPIM314 Assess and determine initial entitlements for personal injury claims

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- assess and determine initial entitlements for at least two different personal injury claims.

In the course of the above, the candidate must:

- collect and document information during the claim registration process, including:
 - return to work (RTW) status of the claim
 - return to health status of the claim
 - nature of the injury.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- regulatory and legislative requirements relevant to assessing and determining initial entitlements for personal injury claims
- key features of organisational policies and procedures as they relate to capturing, processing and managing personal injury claims
- contingency and corrective action plans for clients
- compensation and/or medical liability calculations
- key roles of stakeholders in managing personal injury claims
- operations of organisational claims management information technology systems
- process for identifying areas of risk within claims, including using information collected during claims registration process
- range of potential risk and fraud indicators relevant to personal injury claims
- referral and delegation procedures
- record and documentation requirements.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- clients
- office equipment, technology and software, including claims management system.
- organisational records, policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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