



Australian Government

FNSPIM403 Educate clients on personal injury management issues

Release: 1

FNSPIM403 Educate clients on personal injury management issues

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 educate clients on personal injury management issues by researching and providing information in a readily understood and accepted manner. It covers the application of sound industry and product knowledge including a working knowledge of relevant State or Territory legislative requirements.

It applies to individuals who have well developed interpersonal skills and a broad knowledge base of the sector, services and organisation. They have responsibility for case management and the development of customised strategies.

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. Identify, develop and implement strategies to educate clients	1.1 Research and establish personal injury management educational needs of clients 1.2 Identify current and future educational opportunities from internal and external networks and utilise to develop effective education strategies 1.3 Develop a variety of strategies to educate personal injury management clients in effective work practices

ELEMENT	PERFORMANCE CRITERIA
	1.4 Develop promotional material using appropriate media and a style and quality to suit audience 1.5 Seek client feedback and use to improve the provision of education 1.6 Obtain cooperation and support from local industry employer organisations
2. Educate clients in the workplace	2.1 Ensure the personal injury management message is imparted accurately and in a clear, concise and confident manner to address the clients' concerns and enhance their knowledge of relevant issues 2.2 Facilitate group and individual learning processes and provide advice and support in a timely manner 2.3 Provide advice and support to engender joint commitment to the objectives of organisation policy and legislative responsibilities
3. Present information at meetings, seminars and public forums	3.1 Present information systematically and clearly, modifying it to suit clients' educational needs, where necessary 3.2 Use presentation and training methods appropriate to the clients' background and aptitudes 3.3 Use presentation equipment and materials correctly and efficiently 3.4 Obtain feedback from individuals and groups and use to identify and introduce improvement in future presentations

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
Learning	1.5, 3.4	Actively seeks and uses feedback to improve own techniques
Reading	1.1, 1.2, 2.3, 3.3, 3.4	Interprets and analyses textual information from a variety of sources to expand knowledge and determine requirements
Writing	1.4, 1.5, 1.6, 2.1, 3.1, 3.2, 3.4	Develops a range of formal and informal material incorporating specific information using a style and language appropriate to audience and purpose

Oral Communication	1.5, 2.1, 3.1, 3.2, 3.4	- Clearly and effectively presents detailed information using language, terminology, tone and pace appropriate to audience and purpose - Participates in verbal exchanges using active listening and questioning techniques to clarify information and elicit feedback
Navigate the world of work	1.1, 1.2, 1.6, 2.3	- Utilises a broad range of strategies to develop relevant skills and knowledge - Works within legislative and regulatory requirements to provide advice to clients
Interact with others	1.2, 1.6	- Collaborates and networks with a variety of stakeholders in order to achieve work outcomes - Negotiates and advocates for clients
Get the work done	1.2-1.4, 1.6, 2.2, 3.1-3.2	- Organises, plans and sequences work activities, including research, to inform advice provided to clients - Uses a range of digitally based technologies to access, extract and share relevant information in order to achieve required outcomes - Uses systematic, analytic processes to gather relevant information, evaluate options and make decisions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM403 Educate clients on personal injury management issues	FNSPIM403A Educate clients on personal injury management issues	Updated to meet Standards for Training Packages	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 FNSPIM403 Educate clients on personal injury management issues

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Performance Evidence

Evidence of the ability to:

- interpret and comply with industry and organisational obligations and objectives, including relevant legislative requirements
- deal with questions relating to all aspects of the business and issues that arise for clients
- apply sound advocacy skills to convince clients of the benefits of the personal injury management system using a thorough grounding in return to work and health strategies and methods
- identify and present on issues of relevance to clients.

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:

- outline the critical features of common law, legal systems and procedures, and relevant legislation
- outline the key organisational policy, procedures, underwriting guidelines and authorities
- identify the features and uses of information and communications technology relevant to the education of clients
- compare and contrast return to work strategies and methods
- describe the key features of risk prevention methods and application
- analyse and interpret:
 - industry sector and organisational policy wording
 - industry sector compliance requirements.

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

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