



Australian Government

FNSPIM404 Assist clients with job placement

Release: 1

FNSPIM404 Assist clients with job placement

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 assist the injured person or client with job placement. It encompasses the application of specific knowledge and skills to assist the client to obtain employment with new employers, such as job search techniques and their application. It requires working with key stakeholders in the development of appropriate job placement that may depend on the person's functional and employment capacity.

It applies to individuals who have well-developed skills and a broad knowledge base of the sector, services and organisation to work independently or across multidisciplinary teams. 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. Obtain and interpret relevant information	1.1 Obtain and interpret information relevant to job search activities 1.2 Use organisational and best practice guidelines to assist client to recognise and identify own transferable skills
2. Educate client on job search skills	2.1 Use facilitative approach to assist injured person to recognise and accept areas of employment that are within their current scope of employment

ELEMENT	PERFORMANCE CRITERIA
	2.2 Use appropriate techniques to identify issues which may influence or impact on job placement opportunities 2.3 Provide information to client on resources available to assist them with job search activities 2.4 Make recommendations and negotiate with client
3. Develop and implement job search plan	3.1 Develop objectives and timeframes to assist client with job search activities in consultation with key stakeholders and in line with person's capabilities 3.2 Assist client to develop strategies and plans to achieve employment in accordance with parameters detailed within return to work strategies and plans, developed through consultation process
4. Educate client on job search techniques	4.1 Coordinate and secure resources to assist client with résumé development, interview techniques, job applications and strategies for contacting employers 4.2 Use organisational policy and procedures, and industry best practice standards, to educate client to communicate disability to employers 4.3 Identify and discuss job search, placement services and employment related organisations and stakeholders with client
5. Match client needs with employer requirements	5.1 Undertake analysis and consultation to match potential employment opportunities with client's functional skills capacity as identified in return to work strategy plans 5.2 Consider employers' requirements for specific job task 5.3 Negotiate with employers on behalf of client, where necessary, to achieve specific return to work strategies
6. Complete documentation	6.1 Complete and distribute documentation to relevant stakeholders in accordance with organisational guidelines and legislative requirements 6.2 Use range of computer applications and organisational systems to access, extract and share relevant information relating to job placements

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	1.1, 4.1, 4.3, 5.1, 5.2	Analyses complex textual information, including legislation, regulations and policy documents, from a range of sources and relates specific aspects of information to requirements
Writing	2.1, 2.3, 2.4, 3.1, 3.2, 5.1, 5.3, 6.1, 6.2	- Develops and writes a range of texts and reports to specifications using clear language and correct terminology - Presents information in an effective manner using concepts and approaches appropriate to a range of personnel
Oral Communication	2.1-2.4, 3.1, 3.2, 4.2, 4.3, 5.1, 5.3	- Participates in verbal exchanges using language, tone and pace appropriate to the audience and purpose - Uses active listening and questioning and collaborative techniques to mediate, negotiate and facilitate resolutions
Numeracy	3.1, 6.2	Performs calculations, and sequences and schedules information to achieve required outcomes
Navigate the world of work	1.2, 4.2, 6.1	Works within legislation, policy, guidelines and protocols, and industry best practices to achieve outcomes
Interact with others	2.1, 5.3, 6.2	Collaborates, negotiates and networks with a variety of stakeholders to achieve job placement outcomes and make appropriate referrals
Get the work done	1.1, 1.2, 2.1-2.4, 3.1, 3.2, 4.1-4.3, 5.1-5.3, 6.1, 6.2	- Organises, plans and sequences work activities, including research, to inform and assess advice provided to clients - Accepts responsibility for addressing problems and initiates standard procedures in response, applying problem-solving processes to determine solutions - Seeks out and procures resources to facilitate best outcomes - Uses systematic, analytical processes to make decisions in the best interests of clients - Uses a range of digitally based technologies to access, extract and share relevant information to achieve required outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM404 Assist clients with job placement	FNSPIM404A Assist injured persons with job placement	Updated to meet Standards for Training Packages. Minor rewording to performance criteria. Terminology changed from 'injured person' to 'client'.	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 FNSPIM404 Assist clients with job placement

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Performance Evidence

Evidence of the ability to:

- educate the injured person or client on job search skills and techniques
- develop and implement job search plans for the client
- match the client's needs with employers' needs
- complete stakeholder required documentation to support the client's job placement, demonstrating knowledge of organisational policy and procedures and relevant legislative requirements.

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 key legislative requirements as they relate to job placement activities for injured people
- describe the key features of organisational requirements and guidelines as they relate to assisting injured people with job placement activities
- analyse and discuss the key roles and functions of stakeholder groups available to support injured people with job placement.

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>