



Australian Government

FNSPIM410 Collect, assess and use information

Release: 1

FNSPIM410 Collect, assess and use information

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Training Package Version 1.0.

Application

This unit describes the skills and knowledge involved in obtaining information from various sources, analysing and interpreting the information to draw useful conclusions and provide advice to customers or management.

It applies to individuals who work independently and in teams using specialised knowledge, systematic approaches and research skills to complete requirements.

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. Clarify the requirements for information	1.1 Clarify scope and purpose for which the information is required 1.2 Determine timelines for collection and presentation of information
2. Collect and organise information and data	2.1 Identify relevant sources of information and data 2.2 Obtain information and data and appropriately record in accordance with legislative requirements 2.3 Check information and data to confirm that it is accurate, up to date and comprehensive

ELEMENT	PERFORMANCE CRITERIA
	2.4 Organise information and data for ease of use
3. Analyse and draw conclusions	3.1 Interpret and analyse information and data 3.2 Determine and discuss significance of information and data with appropriate personnel 3.3 Ascertain conclusions based on information and data
4. Present information in appropriate format	4.1 Present information in an appropriate format and in accordance with organisation procedures 4.2 Evaluate completeness and accuracy of the information and data and ensure the conclusions are justified 4.3 Ensure the deadline for presentation of the information is met

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, 2.1, 2.2, 2.3, 3.1, 4.2	Interprets analyses and evaluates information from a range of sources and consolidates information relevant to requirements
Writing	1.1, 2.2, 2.4, 3.2, 3.3, 4.1	- Accurately records information from investigations using formats appropriate for purpose - Uses language, concepts and terminology appropriate to audience to convey, clarify and present explicit information and requirements
Oral Communication	1.1, 3.2	- Participates in verbal exchanges using active listening and questioning and to determine and confirm information - Presents data/information using language, tone and pace appropriate for the audience and purpose
Numeracy	1.2, 2.3, 2.4, 3.1, 4.2	- Performs basic mathematical calculations to determine accuracy of data to achieve required outcomes - Organises and interprets numerical data from a range of sources - Develops timelines for collection and presentation of information

Navigate the world of work	2.2, 4.1	Operates according to legal responsibilities and recognises and responds to set protocols
Get the work done	1.1, 1.2, 2.1, 2.2, 2.4, 3.2, 3.3, 4.1, 4.3	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effectiveness - 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
FNSPIM410 Collect, assess and use information	FNSPIM410A Collect, assess and use information	Updated to meet Standards for Training Packages. Minor edits to clarify performance criteria.	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 FNSPIM410 Collect, assess and use information

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Performance Evidence

Evidence of the ability to:

- clarify requirements for collection of information
- collect and organise information
- analyse information and draw conclusions
- present information in appropriate formats
- use organisational technology.

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:

- compare and contrast investigation methods
- describe the key types and sources of information to access
- describe the key features of relevant:
 - organisational policy and procedures
 - organisational products and services
 - information and communications technology
 - legislative reporting 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>