



Australian Government

FNSPIM413 Assist with preparations for conciliation and review hearings

Release: 1

FNSPIM413 Assist with preparations for conciliation and review hearings

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 required to assist personal injury management agents or insurers at formal or informal conciliation and review hearings. It applies relevant State or Territory legislative requirements in relation to personal injury management, knowledge of organisation policies and procedures and external conciliation processes.

It applies to individuals who have a broad knowledge base of the sector and well developed organisational skills to assist with preparation of a case and/or technical information.

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. Gather information for hearings of disputes	1.1 Collect information relevant to decision by contacting the person, relevant parties and the treating doctor where relevant and consider any new information provided 1.2 Obtain additional information from relevant parties as required and provide to stakeholders 1.3 Clearly and promptly advise all parties affected by the decision of their review rights in accordance with legislative requirements
2. Brief representatives	2.1 Collate all relevant and required information into organised

ELEMENT	PERFORMANCE CRITERIA
for hearing	files 2.2 Provide a clear and thorough verbal and/or written briefing of information collected and available on file 2.3 Outline and discuss any potential problems or issues that may impact on the case 2.4 Provide support at formal or informal conciliation and review hearings following organisational guidelines, where required
3. Follow up on outcomes	3.1 Process all forms and collate documentation in required timelines 3.2 Clearly and promptly notify relevant parties about outcomes 3.3 Accurately update records and file according to organisational guidelines 3.4 Follow up on required actions emanating from the conciliation or review hearings

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, 1.2, 2.1, 3.1	Interprets and analyses documentation from a variety of sources
Writing	1.1-1.3, 2.2, 3.1-3.4	- Creates a range of formal and informal texts following organisational procedures and protocols - Uses specific information and language appropriate to audience and purpose
Oral Communication	1.1-1.3, 2.2, 2.3, 2.4, 3.2	- Participates in verbal exchanges using active listening and questioning to confirm understanding - Clearly and effectively presents detailed information using language, tone and pace appropriate to audience and purpose
Numeracy	1.1, 1.2, 3.3	Performs calculations to achieve required outcomes
Navigate the world of work	1.3, 2.1-2.4	Operates according to relevant regulations, legislation and organisational protocols

Get the work done	1.1-1.3, 2.1-2.4, 3.1-3.4	- Organises, plans and sequences work activities to research, prepare and present information - Employs problem solving processes to resolve issues - Uses a range of digitally based technologies to access, extract and share relevant information in order to achieve required outcomes
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM413 Assist with preparations for conciliation and review hearings	FNSPIM402A Represent personal management agent or insurer at conciliation and review hearings	Unit split in two- FNSPIM413 and FNSPIM503. This unit focuses on 'assisting'.	No 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 FNSPIM413 Assist with preparations for conciliation and review hearings

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Performance Evidence

Evidence of the ability to:

- interpret and comply with industry and organisational obligations and objectives
- effectively prepare files and information to represent the agent's or insurer's interests at review hearings
- assist and brief representatives prior to and at the conciliation or review hearing as required
- follow up on outcomes and finalise all documentation.

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 relevant parties in the personal injury management sector
- describe the key features and steps in conciliation and review hearing procedures and requirements
- outline critical features of common law, legal systems and procedures, and relevant Acts relating to conciliation and review hearings
- outline the key organisational policy, procedures, underwriting guidelines and authorities
- analyse and interpret industry and organisational policy wording
- describe the key industry compliance requirements
- identify the key features and uses of relevant information and communications technology systems.

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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