



Australian Government

FNSPIM414 Manage personal injury claims

Release: 1

FNSPIM414 Manage personal injury claims

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 manage personal injury claims. It involves providing individual case management, conducting initial assessments, planning rehabilitation services, monitoring rehabilitation progress and ensuring effective closure programs.

It applies to individuals who have well developed skills and specialised knowledge of the sector, services and organisation to work independently or across multidisciplinary teams. They make judgements within level of responsibility to achieve organisational objectives and standards.

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. Conduct an initial assessment	1.1 Contact stakeholders to gather relevant information on personal injury case in accordance with organisation guidelines and legislative requirements 1.2 Obtain additional information from relevant stakeholders as required 1.3 Conduct initial interview and assessment in accordance with organisation guidelines and legislative requirements to determine conclusions

ELEMENT	PERFORMANCE CRITERIA
	1.4 Determine the need for specific assessment and referral services in line with legislation and provide referrals for these in accordance with organisation policies and procedures 1.5 Provide appropriate information to support the referral process (internal and external), to stakeholders in accordance with organisation guidelines and legislative requirements
2. Plan case	2.1 Agree on goals in consultation with client, treating medical practitioner, employer and other key stakeholders 2.2 Identify and access additional sources of information relevant to the rehabilitation planning process 2.3 Negotiate appropriate goal setting in accordance with organisational guidelines 2.4 Assist people in the decision making process in accordance with organisation policies and guidelines 2.5 Develop case plans in accordance with organisational guidelines 2.6 Obtain approvals from the treating medical practitioner and stakeholders prior to the commencement of a return to work and health program in accordance with organisation policies and procedures 2.7 Maintain regular communication with relevant stakeholders throughout the rehabilitation program
3. Monitor and review case progress	3.1 Schedule multidisciplinary team and review meetings according to organisational guidelines 3.2 Use organisational processes to identify services and methods of evaluation at each stage of the rehabilitation process 3.3 Identify indicators and triggers which suggest modification or alteration to the case plan in accordance with organisation guidelines and modify or alter the case plan accordingly 3.4 Monitor the progress and effectiveness of a person's case using organisational guidelines 3.5 Assist an injured person with the long-term management of their injury

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	1.2, 2.2, 3.3, 3.4, 4.1	Analyses and interprets complex information, including legislation, regulations and policies, from a range of sources synthesising specific aspects of information to meet requirements
Writing	1.1, 1.2, 1.5, 2.1, 2.4, 2.5, 2.7, 3.3, 4.2, 4.4	- Accurately records information and completes documentation following organisational procedures and protocols - Uses language and terminology appropriate to audience to convey and clarify explicit information and requirements
Oral Communication	1.1-1.3, 1.5, 2.1, 2.3, 2.7, 4.2, 4.3	- Uses active listening and questioning techniques to clarify information - Uses appropriate language, concepts, pace and tone to convey information appropriate to audience and purpose
Numeracy	2.4, 3.1, 3.2	Performs calculations, and accurately records, sequences and schedules information to achieve required outcomes
Navigate the world of work	1.1, 1.3-1.5, 2.3, 2.4, 2.6, 3.1, 3.3, 3.4, 4.1, 4.3	- Recognises and responds to legislative requirements, policies and procedures and meets expectations associated with own role - Builds on protocols to establish more effective workplace systems - Develops relevant skills and knowledge through reading and practice
Interact with others	1.3, 1.5, 2.1, 2.3, 2.4, 2.7, 3.1, 4.2, 4.3	- Selects and uses appropriate conventions and protocols when collaborating, negotiating or consulting with clients and other stakeholders in a range of work contexts - Implements strategies aimed at fostering cooperation and positive relationships with a diverse range of clients
Get the work done	1.1, 1.2, 1.4, 1.5, 2.2, 2.4-2.7, 3.1-3.5	- Plans, sequences and implements tasks and appropriate resources to meet requirements - 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
FNSPIM414 Manage personal injury claims	FNSPIM411 A Manage personal injury case loads	Industry updates Unit split into two units-FNSPIM414 and FNSPIM415	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 FNSPIM414 Manage personal injury claims

Modification History

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

Performance Evidence

Evidence of the ability to:

- conduct initial assessment for a case to plan rehabilitation services with relevant stakeholders
- monitor and review case progress
- provide effective closure interviews demonstrating knowledge of organisation policies and guidelines on case management 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:

- explain key features of relevant organisational policies and guidelines that assist in the management and compliance of a personal injury case
- describe processes used to assess and plan a case
- outline key stakeholders and sources of information to assist with managing a case
- describe processes used to monitor, review and close a case
- discuss strategies for dealing with issues and problems relating to case management.

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, policies and procedures.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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