



Australian Government

Assessment Requirements for FNSPIM415 Manage personal injury case loads

Release: 1

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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:

- apply appropriate models and guidance to sequence and prioritise caseload management activities
- develop, implement and monitor caseload action plans
- plan, monitor and review a range of claims and injury management activities
- comply with legislation and regulatory requirements
- communicate effectively with a range of stakeholders.

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 procedures that assist in the management and compliance of personal injury claims
- outline the skills and strategies needed to prioritise and manage a portfolio of cases
- compare and contrast case management models and strategies
- identify barriers to effective caseload management and strategies to manage them
- discuss strategies for dealing with issues and problems relating to case load 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>