



Australian Government

FNSPIM415 Manage personal injury case loads

Release: 1

FNSPIM415 Manage personal injury case loads

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 manage personal injury case loads. It encompasses developing, implementing, monitoring and evaluating action plans to manage case loads.

It applies to individuals who have well-developed skills and specialised knowledge of the sector, services and organisation, and work independently or across multidisciplinary teams. They make judgements within their 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. Develop case load management action plan	1.1 Review claims portfolio to determine needs and required outcomes 1.2 Identify claims information gaps and develop strategies to meet these 1.3 Determine case load resource requirements in line with identified portfolio needs, legislative requirements and organisational policy and procedures 1.4 Identify portfolio and case load management risks and develop

ELEMENT	PERFORMANCE CRITERIA
	strategies to manage them 1.5 Develop holistic case load action plan in line with identified portfolio needs, legislation and organisational policy and guidelines 1.6 Develop and maintain appropriate records
2. Implement, monitor and review case load management action plan	2.1 Use appropriate communication strategies to liaise with range of stakeholders to achieve set goals 2.2 Coordinate and lead claims and injury management activities of relevant services in line with portfolio needs and case load management action plan 2.3 Organise and use appropriate resources, methods and techniques to achieve outcomes 2.4 Apply appropriate models , strategies and guidelines to sequence and prioritise activities to achieve set objectives 2.5 Monitor risks, identify performance gaps and develop appropriate strategies to meet them 2.6 Review case load management action plan in line with outcomes and changing portfolio needs
3. Evaluate case load management action plan	3.1 Evaluate claims portfolio needs and escalate, transition or close as required 3.2 Reflect on own practice and identify professional development and continuous improvement opportunities

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	1.1-1.5, 2.5, 2.6, 3.1	Analyses and interprets complex information including legislation, regulations and policies from a range of sources, synthesising specific aspects of information to meet requirements
Writing	1.5, 1.6, 2.1	Accurately records information and completes documentation following organisational procedures and protocols

		• Uses language and terminology appropriate to the audience to convey and clarify explicit information and requirements
Oral Communication	2.1	• Participates in verbal exchanges using active listening and questioning, and uses collaborative negotiation, consultation and advocacy techniques to convey and clarify information • Uses appropriate language, concepts, pace and tone to convey information appropriate to the audience and purpose
Numeracy	1.1, 1.3, 1.5, 2.4	• Performs calculations, and accurately records, sequences and schedules information to achieve required outcomes
Navigate the world of work	1.3	• 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	2.2	• Selects and uses appropriate conventions and protocols when communicating with clients and other stakeholders in a range of work contexts • Oversees and implements strategies aimed at coordinating relationships with a diverse range of stakeholders
Get the work done	1.1-1.5, 2.2, 2.4-2.6, 3.1	• 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
FNSPIM415 Manage personal injury case loads	FNSPIM411A 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 FNSPIM415 Manage personal injury case loads

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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

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