



Australian Government

Assessment Requirements for FNSPIM419 Maintain relationships with personal injury clients

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- maintain relationships with at least three different personal injury clients.

In the course of the above, the candidate must:

- maintain records according to organisational policies and procedures, and legislative and regulatory requirements
- confirm and adapt to any special needs and diversity of clients, including cultural, language, race, religion, ethnic origin, socioeconomic status and demographic needs.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key features of organisational policies and procedures, industry codes of practice and legislative and regulatory requirements relating to personal injury case management, including:
 - databases and information technology systems
 - information to be recorded
 - chain of command when escalating issues
 - recording and maintaining client information
- case management services offered by organisation
- techniques related to:
 - communication methods and styles
 - client relationship development and management
 - feedback gathering
 - client service and case management

- de-escalation and resolution of issues.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- clients
- office and communication equipment, technology and software
- organisational records, policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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