



Australian Government

FNSPIM424 Assist personal injury clients with job placement

Release: 2

FNSPIM424 Assist personal injury clients with job placement

Modification History

Release	Comments
Release 2	This version first released with FNS Financial Services Training Package Version 6.1. Version created to amend mapping error.
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

Application

This unit describes the skills and knowledge required to assist an injured person (client) with job placement. It includes assisting the client to obtain employment with new employers using job search techniques. It requires working with key stakeholders in the development of appropriate job placement that may depend on the person's functional and employment capacity.

The unit applies to those who have developed skills and a broad knowledge base of the personal injury management sector and work independently or across multidisciplinary teams. They have responsibility for case management and the development of customised strategies.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant state and territory regulatory authorities to confirm those 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. Establish client information and skills	1.1 Obtain and analyse client information and return to work (RTW) strategy plans as required for job search activities 1.2 Assist client to identify own transferable skills by applying organisational policies and procedures and industry standard tools

ELEMENT	PERFORMANCE CRITERIA
2. Educate client on job search skills	2.1 Assist client to recognise and accept areas of employment that are within their scope of employment 2.2 Identify issues impacting job placement opportunities using required techniques 2.3 Develop objectives, timeframes and strategies of job search activities in consultation with required stakeholders and according to client capabilities 2.4 Assist client with job search activities
3. Match client needs with employer requirements and complete documentation	3.1 Assess employment opportunities and requirements against client skills, capacity and RTW strategy plans, and determine suitability 3.2 Negotiate with employers to implement client's RTW strategies on behalf of client as required 3.3 Complete and distribute documentation to stakeholders according to organisational policies and procedures, and legislative and regulatory requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	• Participates in verbal exchanges using language, tone and pace appropriate to the audience and purpose • Uses active listening and questioning and collaborative techniques to mediate, negotiate and facilitate resolutions
Reading	• Analyses complex textual information, including legislative and regulatory requirements and policy documents, from a range of sources and relates specific aspects of information to requirements
Writing	• Develops and writes a range of texts and reports to specifications using clear language and correct terminology • Presents information in an effective manner using concepts and approaches appropriate to a range of personnel
Planning and organising	• Organises, plans and sequences work activities, including research, to inform and assess advice provided to clients • Works within legislative and regulatory requirements, policies, industry protocols, and uses industry-standard tools to achieve outcomes
Problem solving	• Seeks out and procures resources to facilitate best outcomes • Accepts responsibility for addressing problems and initiates

SKILL	DESCRIPTION
	standard procedures in response, applying problem-solving processes to determine solutions
Self-management	• Uses systematic, analytical processes to make decisions in the best interests of clients
Teamwork	• Collaborates, negotiates and networks with a variety of stakeholders to achieve job placement outcomes and make appropriate referrals
Technology	• Uses a range of digitally based technologies to access, extract and share information to achieve required outcomes

Unit Mapping Information

Supersedes and is equivalent to FNSPIM404 Assist clients with job placement.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSPIM424 Assist personal injury clients with job placement

Modification History

Release	Comments
Release 2	This version first released with FNS Financial Services Training Package Version 6.1. Version created to amend mapping error.
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:

- assist at least three different personal injury clients with job placement.

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, and legislative and regulatory requirements relating to job placement activities for injured people
- negotiation techniques and approaches to assist injured persons to recognise and accept available areas of employment
- techniques to identify issues impacting job placement opportunities
- resources available to assist clients with job search activities, including key roles and functions of stakeholder groups available to support injured people with job placement
- industry-standard tools relating to assisting personal injury clients with job replacement
- job search skills and techniques for clients, including:
 - resume development
 - interview techniques
 - job applications
 - job search tools
 - strategies for contacting employers
- methods for communicating disabilities to employers
- types of documentation to support clients' job placement

- computer applications and organisational systems used to extract and distribute job placement information.

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:

- client
- office 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>