



Australian Government

FNSPIM503 Represent personal injury management agent or insurer at conciliation and review hearings

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.

Application

This unit describes the skills and knowledge required to represent personal injury management agents or insurers at formal or informal conciliation and review hearings. It encompasses application of relevant State or Territory legislative requirements in relation to personal injury management, knowledge of organisation policies and procedures and external conciliation processes.

It applies to individuals who have well developed skills and a broad knowledge base of the sector, services and organisation and take responsibility for case and/or technical management.

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. Prepare for hearings of disputes	1.1 Examine collated information prepared for the conciliation or review hearing and identify if there are any omissions or if new or additional information is needed 1.2 Ensure all documentation for relevant parties is accurate and provided in the correct format and in a timely manner 1.3 Participate in a briefing from relevant personnel to ensure all aspects of the case have been covered prior to the reconciliation or

ELEMENT	PERFORMANCE CRITERIA
	review hearing
2. Present cases at conciliation conferences	2.1 Complete appropriate forms in accordance with conciliation office requirements and refer to the conciliation office 2.2 Arrange informal or formal conciliation conference to bring the parties to agreement and reach conciliation 2.3 Provide formal notification documenting the outcome of conciliation, including any disputes to all relevant parties
3. Present case in court, tribunal or review hearings	3.1 Provide courts with all relevant documentation prior to pre-hearing conference 3.2 Ensure insurers manage matter before the court or tribunal in a manner that achieves the best and most expeditious resolution at minimum cost

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, 1.2, 2.1	Interprets and analyses documentation from a variety of sources and records and consolidates relevant related information
Writing	1.1, 2.1-2.3, 3.1	- Creates a range of formal and informal texts following organisational procedures and protocols - Uses specific information and language appropriate to audience and purpose
Oral Communication	1.3, 2.2, 2.3, 3.2	- Participates in verbal exchanges using active listening and questioning to confirm understanding - Clearly and effectively presents detailed information using language, tone and pace appropriate to audience and purpose
Numeracy	1.1, 1.2, 3.2	Performs calculations to achieve required outcomes
Navigate the world of work	1.2, 2.1	Operates according to relevant regulations, legislation and organisational protocols
Get the work	1.1-1.3, 2.1-2.3, 3.1,	Organises, plans and sequences work activities to research, prepare and present information

done	3.2	• Employs problem solving processes to resolve issues • Uses a range of digitally based technologies to access, extract and share relevant information in order to achieve required outcomes
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM503 Represent personal management agent or insurer at conciliation and review hearings	FNSPIM402A Represent personal management agent or insurer at conciliation and review hearings	Unit split in two to reflect industry practice – FNSPIM413 and FNSPIM503	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 FNSPIM503 Represent personal injury management agent or insurer at conciliation and review hearings

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Performance Evidence

Evidence of the ability to:

- interpret and comply with industry and organisational obligations and objectives
- negotiate effectively on behalf of the organisation and build client relationships
- effectively prepare for and represent the agent's or insurer's interests at review hearings.

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:

- outline the relevant parties in the personal injury management sector
- describe the key features and steps in conciliation, and review hearing procedures and requirements
- outline the critical features of common law, legal systems and procedures, and relevant Acts relating to conciliation and review hearings
- outline the key organisational policy, procedures, underwriting guidelines and authorities
- analyse and interpret industry and organisational policy wording
- describe the key industry compliance requirements
- identify the key features and uses of relevant information communications and technology
- compare and contrast risk prevention methods and application.

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, policy 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>