



Australian Government

Assessment Requirements for FNSPIM504 Manage impairment benefit claims

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- interpret and comply with legislative, regulatory and organisational requirements and procedures relating to impairment benefit claims
- make sound decisions based on the application of appropriate criteria and the analysis of medical and other information to determine the degree of impairment
- accurately calculate and pay the appropriate benefit
- effectively communicate decisions to key 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:

- define and describe a permanent impairment and a total loss injury
- identify and describe the different types of impairment benefits
- explain legislative and regulatory requirements applicable to personal injury insurance impairment claims management, including:
 - relevant primary federal, state or territory personal injury insurance legislation
 - other applicable federal, state or territory legislation governing areas such as privacy, records management, and disability and equal opportunity
- outline industry protocols and organisational policy and procedures specific to impairment claims
- explain the role of impairment assessment guidelines and criteria, including:
 - Gazetted Guidelines
 - American Medical Association (AMA) Guides
 - case law
- outline the fundamental principles of application of assessment guides relating to:

- spine
- upper extremities
- lower extremities
- psychiatry
- nervous system
- hearing loss
- ear, nose and throat (ENT)
- respiratory
- scarring and dermatology
- describe the key sources of information, medical specialities and referral processes to independent assessors relevant to impairment benefits.

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
- relevant legislation and regulation
- appropriate assessment criteria including AMA Guides, Gazetted Guidelines and case law
- organisational records, policy 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>