



**Australian Government**

# **FNSPIM504 Manage impairment benefit claims**

**Release: 1**

## FNSPIM504 Manage impairment benefit claims

### 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 impairment benefit claims within the personal injury management context. It encompasses collecting, analysing and using appropriate information and criteria to assess and estimate the degree of impairment to calculate and pay the correct entitlement.

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 of impairment claims.

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. Determine nature of impairment benefit claim and collect required information | 1.1 Review impairment benefit claim to determine nature of claim and estimate degree of impairment<br>1.2 Determine type and sources of information and guidelines required to make impairment benefit liability decision<br>1.3 Collect information required for decision-making process, including accessing appropriate services and referrals to independent assessors as required |
| 2. Determine liability for                                                       | 2.1 Undertake thorough and systematic review of facts, evidence                                                                                                                                                                                                                                                                                                                        |

| ELEMENT                                     | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| impairment benefit                          | <p>and information relevant to circumstances of impairment claim</p> <p>2.2 Follow organisational procedures to determine liability of claimed injury for impairment benefit</p> <p>2.3 Use appropriate criteria and guidelines for basis of making sound and sustainable liability decision</p>                                                                                                                                                                                                                                                                                                                                           |
| 3. Manage impairment benefit claims process | <p>3.1 Determine and apply appropriate legislative, regulatory and organisational policy and procedures to manage impairment benefit claims</p> <p>3.2 Identify stakeholders in impairment benefit process and determine strategies to manage stakeholder relationships</p> <p>3.3 Use appropriate IT systems to collect, analyse, store and access required information</p> <p>3.4 Use appropriate criteria to calculate correct entitlement</p> <p>3.5 Use effective and appropriate strategies to communicate impairment decisions to claimant</p> <p>3.6 Pay entitlement and finalise claim according to organisational procedures</p> |

## 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            | 1.1-1.3, 2.1-2.3, 3.1, 3.2, 3.4 | <ul style="list-style-type: none"> <li>Interprets and analyses documentation from a variety of sources and records and consolidates relevant related information</li> </ul>                                                              |
| Writing            | 1.3, 3.5                        | <ul style="list-style-type: none"> <li>Creates a range of formal and informal texts following organisational procedures and protocols</li> <li>Uses specific information and language appropriate to the audience and purpose</li> </ul> |
| Oral Communication | 1.3, 3.5                        | <ul style="list-style-type: none"> <li>Clearly and effectively presents detailed information in verbal exchanges using language, tone and pace appropriate to the audience and purpose</li> </ul>                                        |
| Numeracy           | 2.4, 3.4, 3.6                   | <ul style="list-style-type: none"> <li>Accurately interprets statistics and information related to claims</li> <li>Performs calculations to achieve required outcomes</li> </ul>                                                         |

|                            |                         |                                                                                                                                                                                                                                    |
|----------------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Navigate the world of work | 2.2-2.4, 3.1, 3.6       | <ul style="list-style-type: none"><li>Operates according to relevant regulations, legislation and organisational protocols</li></ul>                                                                                               |
| Get the work done          | 1.3, 2.1, 2.3, 2.4, 3.3 | <ul style="list-style-type: none"><li>Organises, plans and sequences work activities</li><li>Uses a range of digitally based technologies to access, extract and share relevant information to achieve required outcomes</li></ul> |

## Unit Mapping Information

| Code and title<br>current version          | Code and title<br>previous version | Comments | Equivalence status |
|--------------------------------------------|------------------------------------|----------|--------------------|
| FNSPIM504 Manage impairment benefit claims | Not applicable                     | New unit | 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>