



**Australian Government**

# **Assessment Requirements for FNSPIM505 Use medical knowledge in the management of personal injury 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:

- research, request, share and analyse medical information in the context of personal injury insurance claims management
- use correct medical and anatomical terminology in communications with relevant stakeholders
- use medical information to assist in making decisions and undertaking personal injury management work.

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:

- identify appropriate sources of relevant medical information
- define common medical and anatomical terminology used in personal injury management
- outline the key features of the structure and physiology of major body systems, including:
  - cells, tissues and organs
  - cardiovascular system
  - respiratory system
  - musculoskeletal system
  - endocrine system
  - digestive system
  - urinary system
  - integumentary system
  - lymphatic system
  - sensory systems

- immune system
- neurological system
- describe common types of personal injuries obtained through trauma, exposure, overuse, toxins and other environmental hazards
- describe common disorders arising from personal injuries associated with a range of body systems and their impacts on the functioning of the relevant system
- outline the potential physical, psychological and emotional impacts of a range of disorders on the claimant and their impact on personal injury management strategies
- discuss common treatments and prognoses of a range of identified disorders
- outline referral services required to manage a range of disorders, including treatment, investigation and diagnostic services
- outline the key legislative, regulatory and organisational policy and procedural impacts on entitlement and the personal injury management process.

## 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
- anatomical models, charts and/or diagrams
- 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>