



Australian Government

Assessment Requirements for FNSPIM507 Manage complex return to work cases

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 2.0.

Performance Evidence

Evidence of the ability to:

- develop individually tailored return to work (RTW) plans for injured persons with complex needs based on an analysis of barriers and factors impacting on individuals
- monitor and report on the progress of each injured person.

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 and describe factors that can make a RTW case complex or difficult including:
 - psychosocial risk factors including low morale, poor job satisfaction, sense of unfair treatment or organisational injustice, power imbalances and seniority of client
 - mental health issues including depression
 - chronic physical illness
 - serious injury
 - stress and trauma
 - negative workplace relationships including discrimination and low motivation
- discuss the impact of workplace culture and co-worker attitudes and perceptions on RTW programs for injured persons
- outline mainstream and specialist support provided for a range of complex issues including mental health and serious injury
- outline the health privacy principles to be complied with when dealing and communicating with stakeholders
- describe formats for designing RTW plans
- describe organisational policies and procedures for accessing specialist support for injured persons

- describe a range of conflict management and dispute resolution approaches appropriate for RTW management.

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 fields of work and include access to:

- office equipment, technology, software and consumables
- 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 guides are found in VETNet -

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