



Australian Government

FNSPIM508 Evaluate and improve return to work programs

Release: 1

FNSPIM508 Evaluate and improve return to work programs

Modification History

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

Application

This unit describes the skills and knowledge required to apply research to analyse, evaluate and implement continuous improvement measures in return to work (RTW) programs within organisations.

It applies to individuals who have well developed analytical and communication skills and a broad knowledge base of the sector and services to provide strategic guidance in organisational activities.

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. Research best practice RTW models for organisations	1.1 Research best practice RTW models for different types of organisations taking into account relevant legislation and regulations 1.2 Analyse the forms of health outcomes measurement used in best practice RTW models within different types of organisations 1.3 Identify the benefits and challenges of implementing RTW best practice in an organisation 1.4 Analyse the relationship between an organisation's RTW strategy and its practice 1.5 Review approaches used for continuous improvement in a range of

ELEMENT	PERFORMANCE CRITERIA
	organisations
2. Review organisation's RTW programs	2.1 Identify and review the organisation's RTW policies and procedures 2.2 Identify personnel with responsibility for RTW in their work roles 2.3 Determine the forms of health outcome measurement used by the organisation 2.4 Analyse quantitative organisational data relating to RTW programs 2.5 Analyse organisational practices and any qualitative data available 2.6 Document and summarise the key points of the analysis of the review of the organisation's RTW program
3. Prepare and pitch a continuous improvement plan for an organisation	3.1 Meet with representatives of the organisation and provide an overview of the review of the RTW program 3.2 Explain the relevance and types of data, both quantitative and qualitative, that could be collected to measure the RTW program's outcomes 3.3 Explain the role of personnel and teams at all levels of the organisation in improving RTW program outcomes 3.4 Suggest approaches suitable for the size and type of organisation for supporting workers and promoting RTW programs 3.5 Discuss issues relating to changing or improving the culture of the organisation and advocate the benefits of features of best practice RTW models
4. Develop a plan to improve the organisation's RTW program	4.1 Refine ideas for improving the organisation's RTW program after discussions with key representatives from the organisation 4.2 Develop RTW program measures suitable for the size and structure of the organisation 4.2 Design a project tailored to the needs of the organisation that will have measurable outcomes 4.3 Develop and document an action plan to implement the project

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
Learning	1.1-1.5	Actively researches and develops own knowledge relevant to work role
Reading	1.1-1.5, 2.1-2.5	Researches, interprets and analyses texts from a variety of sources and records and consolidates relevant related information
Writing	2.6, 4.3-4.4	Organises, collates and documents information in a format suitable for a range of audiences
Oral Communication	3.1-3.5	- Participates in verbal exchanges using active listening and questioning to elicit, convey and clarify information - Uses collaborative techniques to present a case and advocate a point
Numeracy	1.2, 2.4, 3.2	Accurately interprets statistical data and information related to RTW outcomes
Navigate the world of work	3.1-3.5, 4.3, 4.4	- Uses a broad range of strategies to develop relevant knowledge and skills - Works within organisational and regulatory requirements in managing information
Interact with others	3.1-3.5	Collaborates with a variety of stakeholders in order to achieve outcomes
Get the work done	2.3-2.5, 3.1-3.5, 4.1-4.3	- Organises, plans and sequences work activities to research, prepare and present information - Applies problem solving processes to customise solutions to issues - Uses a range of digitally based technologies to access, extract, store and share relevant information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM508 Evaluate and improve return to work	Not Applicable	New unit	No equivalent unit

Code and title current version	Code and title previous version	Comments	Equivalence status
programs			

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 FNSPIM508 Evaluate and improve return to work programs

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:

- research current information on approaches and models of return to work (RTW) programs in a range of organisations
- review the organisation's RTW program and develop RTW measures for the organisation
- present findings of the review and ideas for RTW program improvements
- document a project action plan.

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 key features of relevant state and/or territory legislation and regulations relating to RTW programs
- outline the benefits of RTW programs for individuals and employers
- outline the key RTW barriers for individuals and employers
- summarise key points of current literature and research relating to best practice RTW models within organisations
- outline the role of perception and attitudes towards injury or illness and how it impacts on an individual's RTW program
- explain how health outcomes are measured
- describe the types of data collected by health outcome measurement tools
- outline the benefits and challenges of RTW programs within an organisation
- describe key features of organisational policies and procedures relating to RTW programs
- describe key features of project or action plans including:
 - purpose and objectives
 - activities to be undertaken

- timelines
- personnel and responsibilities
- costs
- monitoring mechanisms.

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>