



Australian Government

Assessment Requirements for FNSPIM510 Implement informed decision-making

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:

- facilitate approaches that support clients in making decisions about their goals and plans
- use evidence based processes and organisational criteria to make informed decisions
- document rationale and evidence used in decisions relating to clients.
- explain the purpose and expected outcomes of the meeting to the client and others involved in supporting clients making decisions.

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:

- explain regulatory and organisational procedures and principles relating to privacy, confidentiality, consent and record keeping
- outline the key principles of client choice, control and rights in relevant legislation and/or organisational policies
- discuss issues relating to the legal and ethical responsibilities of representatives or delegates working with clients including informal and formal supports
- describe the strategies that can be used to support clients in decision-making including:
 - person focussed approaches
 - relationship based approaches
 - strength based approaches
 - cultural diversity
- outline approaches for raising issues and barriers with clients
- describe the role of reliability, validity, authenticity, currency and sufficiency when evaluating evidence
- analyse and explain the organisational decision-making framework and associated criteria

- outline key requirements of the application of reasonable and necessary decision-making criteria
- outline the underpinning principles and explain organisational processes relating to review or appeals
- explain the importance of and organisational arrangements for ensuring consistency in decision making processes.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the personal injury management field of work and include access to:

- office equipment, technology, software and consumables
- organisational tools, records, policies and guidelines.

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>