



Australian Government

FNSPIM510 Implement informed decision-making

Release: 1

FNSPIM510 Implement informed decision-making

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 appropriate approaches to make informed decisions. It encompasses supporting clients in making decisions as well as applying evidence based approaches to making decisions relating to work activities.

It applies to individuals who use specialised knowledge and apply a range of strategies to ensure informed decisions are made based on sound processes. They work independently and collaboratively to plan, justify and document decisions following organisational requirements.

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. Interpret and apply legislation and organisational guidelines impacting on decision-making	1.1 Examine principles of client choice, controls and rights and identify appropriate strategies to facilitate these principles in interactions with clients 1.2 Determine decision-making frameworks and criteria applicable to work activities and funding of client supports 1.3 Handle personal information according to legislative requirements and organisational policies and procedures considering privacy, confidentiality and consent 1.4 Identify key features of legislative requirements within

ELEMENT	PERFORMANCE CRITERIA
	organisational policies and procedures
2. Support clients in decision-making	2.1 Explain clearly to clients the purpose of the discussion and adopt appropriate approaches to encourage clients to express their goals, aspirations and needs 2.2 Work effectively with the range of people involved in supporting clients in making decisions 2.3 Explore with clients potential courses of action, assessing advantages and disadvantages and the overall appropriateness for meeting their requirements 2.4 Encourage clients to decide on a course of action and discuss actual and potential risks and safeguards that could be implemented to minimise risks 2.5 Check client understanding of what has been discussed at regular stages throughout the process
3. Make evidence based decisions in own work	3.1 Gather sufficient information relevant to requirements and collate and analyse using organisational tools and decision-making criteria 3.2 Apply relevant, reasonable and necessary decision-making criteria to consideration of funded supports 3.3 Make decision based on careful analysis of relevant evidence and use professional judgement to balance key factors and conflicting information 3.4 Follow organisational approval processes to finalise decision, referring decisions outside of delegated authority to appropriate personnel 3.5 Document the rationale for decisions and evidence used in decision-making clearly and accurately in accordance with organisational and legislative requirements 3.6 Explain decision-making criteria and outcomes, including denials and partial approvals, using strategies appropriate for the audience 3.7 Participate in review or appeals processes considering new or revised information or circumstances

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	3.1-3.3, 3.7	Gathers, organises and interprets complex text information to develop comprehensive knowledge and determine requirements
Writing	3.5, 3.6	- Completes documentation accurately following organisational procedures and protocols - Uses clear language and terminology to convey information appropriate to the audience
Oral Communication	2.1-2.5, 3.6	- Participates in verbal exchanges using appropriate language and communication aids if required - Uses active listening and questioning skills appropriate to the audience to convey and clarify information and confirm understanding
Numeracy	3.2, 3.3	Interprets and uses data including financial information related to work activities
Navigate the world of work	1.1-1.4, 3.4	- Recognises and follows relevant legislative requirements and organisational policies and procedures and meets expectations associated with own role - Takes steps to develop knowledge and apply principles underpinning work role
Interact with others	2.1-2.5	Uses person centred and strength based communication strategies to build effective communication and rapport
Get the work done	3.1-3.4, 3.7	- Organises work according to defined requirements sequencing tasks to achieve efficient outcomes - Takes responsibility for decisions made using organisational frameworks and criteria - Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM510 Implement informed decision-making	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>

Assessment Requirements for FNSPIM510 Implement informed decision-making

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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 I 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

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