



Australian Government

Assessment Requirements for FNSPIM511 Facilitate the setting and achievement of goals

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:

- access, source and maintain current information relating to relevant legislation and organisational procedures
- use relationship based approaches to facilitate goal setting for clients
- prepare, finalise and review client plans
- apply the underpinning principles of relevant regulations and organisational guidelines in working with clients and other stakeholders.

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:

- describe the role of the delegate or representative and the client in developing statements of goals and aspirations
- outline the key principles that underpin relevant regulations in relation to planning, assessment and review processes
- outline principles of client choice and control and their application to setting and achieving goals
- describe strategies for tailoring relationship based approaches when working with clients
- describe the application of a strength based approach when determining goals and aspirations
- outline approaches used in setting goals and measuring outcomes
- outline ways in which risks and safeguards can be discussed with clients
- explain types and levels of safeguards and strategies that can be implemented to reduce or manage a client's potential exposure to harm
- outline the types of supports that could be provided by:

- support network
- family
- community
- mainstream
- internal services
- explain guidelines and principles relating to privacy, confidentiality and consent
- outline the circumstances and procedures relating to review and appeal including internal and external processes.

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
- organisational tools, 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>