



Australian Government

Assessment Requirements for FNSPIM517 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 6.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage at least three complex return to work (RTW) cases.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- a range of conflict management and dispute resolution approaches appropriate for RTW management
- factors that can make an 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 client seniority
 - mental health issues, including depression
 - chronic physical illness
 - serious injury
 - stress and trauma
 - negative workplace relationships, including discrimination and low motivation
- formats for designing RTW plans
- health privacy principles to be complied with when dealing and communicating with stakeholders
- mainstream and specialist support provided for a range of complex issues, including mental health and serious injury
- key features of organisational policies and procedures for accessing specialist support for injured persons
- roles of specialists and required authorities in developing RTW strategies
- impact of workplace culture and co-worker attitudes and perceptions on RTW programs for injured persons

- situations where early interventions or changes to RTW management are required
- support strategies for particular issues and complexities, including mental health and serious injury
- types of duties, reasonable adjustments and areas of work for injured person
- types of early intervention strategies
- types of mechanisms within organisations to support injured persons.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- complex RTW cases
- 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 Guide is found on VETNet -

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