



Australian Government

FNSPIM518 Evaluate and improve return to work programs

Release: 1

FNSPIM518 Evaluate and improve return to work programs

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 6.0.

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.

The unit applies to those who work in the personal injury management sector and have 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. Users are advised to check with the relevant state and territory regulatory authorities to confirm those 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 RTW models for different types of organisations, considering legislative and regulatory requirements 1.2 Analyse forms of health outcomes measurement used in RTW models in different types of organisations 1.3 Determine best practice RTW models 1.4 Identify the benefits and challenges of implementing RTW best practice models in an organisation 1.5 Analyse the relationship between an organisation's RTW strategy and its practice 1.6 Review approaches used for continuous improvement in a range

ELEMENT	PERFORMANCE CRITERIA
	of 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 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 present a continuous improvement plan for 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 organisational levels in improving RTW program outcomes 3.4 Suggest approaches suitable for 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 plan to improve organisation's RTW program	4.1 Refine ideas for improving organisation's RTW program after discussions with key representatives from the organisation 4.2 Develop RTW program measures suitable for size and structure of organisation 4.3 Design a project tailored to organisation needs with measurable outcomes 4.4 Develop and document an action plan to implement the project

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	Researches and develops own knowledge of work role

SKILL	DESCRIPTION
Numeracy	• Interprets statistical data and information related to RTW outcomes
Oral communication	• Participates in verbal exchanges using active listening and questioning to elicit, convey and clarify information • Presents a case and advocates a point using collaborative techniques
Reading	• Researches, interprets and analyses texts from a variety of sources and records and consolidates related information
Writing	• Organises, collates and documents information in a format suitable for a range of audiences
Planning and organising	• Organises, plans and sequences work activities to research, prepare and present information • Works within organisational and regulatory requirements in managing information
Problem solving	• Applies problem solving processes to customise solutions to issues
Self-management	• Develops knowledge and skills using different strategies
Teamwork	• Collaborates with a variety of stakeholders in order to achieve outcomes
Technology	• Accesses, extracts, stores and shares information using different digitally based technologies

Unit Mapping Information

Supersedes and is equivalent to FNSPIM508 Evaluate and improve return to work programs.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSPIM518 Evaluate and improve return to work programs

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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:

- evaluate and improve return to work (RTW) programs for at least two different organisations.

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:

- key features and objectives of federal, state and/or territory legislative and regulatory requirements relating to RTW programs
- benefits and challenges of implementing RTW programs in an organisation
- benefits of RTW programs for individuals and employers
- different types and features of best practice RTW models
- process for measuring health outcomes
- key features of organisational policies and procedures relating to RTW programs
- key features of project or action plans, including:
 - purpose and objectives
 - activities to be undertaken
 - timelines
 - personnel and responsibilities
 - costs
- key points of current literature and research relating to industry standard RTW models in organisations
- key RTW barriers for individuals and employers
- monitoring mechanisms for RTW programs
- strategies to gain stakeholder feedback and evaluate RTW programs for continuous improvement

- role of perception and attitudes towards injury or illness and how it impacts on an individual's RTW program
- types of data collected by health outcome measurement tools
- quantitative and qualitative data and ways to interpret.

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:

- 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

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