



**Australian Government**

# **FNS50110 Diploma of Personal Injury Management**

**Release 2**

## FNS50110 Diploma of Personal Injury Management

### Modification History

Release	Comments
Release 2	This version released with <i>FNS10 Financial Services Training Package version 5.0</i> . Packaging rules redrafted to remove confusion and ambiguity.
Release 1	This qualification first released with version 1.0 of <i>FNS10 Financial Services Training Package</i> .

## Description

This qualification reflects job roles requiring well-developed skills and a broad knowledge base in a wide variety of leadership contexts in the personal injury management sector. It will involve leadership and guidance to others with some responsibility for the personal injury management work outcomes of others. Possible work functions may include:

- managing case claims within a large organisation
- managing an underwriting group
- supervising claims agents
- assessing risk within complex proposals or claims
- coordinating complex case claims
- managing a claims team
- analysing complex claims and providing relevant advice
- negotiating and resolving disputes
- managing multiple teams
- monitoring and controlling within an organisation policy and procedures
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## Pathways Information

### Pathways into the qualification

- Certificate IV in Personal Injury Management (Claims Management)
- Certificate IV in Personal Injury Management (Return to Work)
- Certificate IV in Personal Injury Management (Underwriting)

### Pathways from the qualification

The primary pathway from this qualification is management role employment in the personal injury management sector that may relate to job roles within:

- workplace injury insurance
- compulsory third party insurance (CTP)

A further learning pathway could be study in relevant higher education programs. Learners should establish relevant qualifications and any credit arrangements that may apply in order to make appropriate elective choices in this qualification.

## Licensing/Regulatory Information

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. You should refer to the IBSA website ([www.ibsa.org.au](http://www.ibsa.org.au)) or the relevant regulator for specific guidance on requirements.

## Entry Requirements

Not applicable.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• building trust and rapport with clients and stakeholders</li> <li>• developing and writing reports to specifications</li> <li>• interpreting client and stakeholder requirements and tailoring products or services to meet their needs</li> <li>• preparing and presenting correspondence in appropriate electronic format</li> <li>• using effective telephone techniques and having the ability to negotiate solutions with clients, stakeholders and colleagues</li> <li>• using excellent customer service skills and maintaining an ongoing relationship with stakeholders</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• coaching and mentoring staff to reach minimum customer service standards</li> <li>• contributing to team cohesion and developing team plans</li> <li>• managing workplace relationships including counselling staff as required</li> <li>• monitoring performance and conducting performance appraisals</li> <li>• negotiating and agreeing with staff on performance standards</li> <li>• providing feedback, support and encouragement to team members</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• comparing products and services in order to offer clients different options</li> <li>• checking the accuracy of calculations</li> <li>• collecting, comparing and contrasting data</li> <li>• determining the viability of new opportunities</li> <li>• identifying occupational health and safety hazards and risk control</li> <li>• resolving poor performance issues within scope of responsibility</li> <li>• using problem solving tools and techniques</li> <li>• working proactively with management to resolve workplace issues</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• applying referral skills</li> <li>• applying the learning of ergonomics to develop improved processes</li> <li>• building and implementing reward and recognition strategies for</li> </ul>

	<ul style="list-style-type: none"><li>customer loyalty</li><li>continually reviewing and applying emerging industry trends to product and services knowledge</li><li>exploiting business opportunities</li><li>identifying and investigating risk as it relates to new business</li></ul>
Planning and organising	<ul style="list-style-type: none"><li>contributing to the planning process by researching and validating information</li><li>maintaining systems, records and reporting procedures</li><li>planning for the business including establishing KPIs and monitoring staff performance</li><li>planning work considering resources, time and other constraints</li><li>using organisational skills to locate information on statutory and legislative requirements</li></ul>
Self-management	<ul style="list-style-type: none"><li>taking to management, concerns with own level of responsibility</li><li>acting as a role model for others</li><li>understanding and acting upon compliance matters</li><li>working ethically and complying with all industry codes of practice and legislative requirements</li></ul>
Learning	<ul style="list-style-type: none"><li>developing and monitoring an organisational training plan and individual training plans</li><li>encouraging continuous education and professional development</li><li>facilitating internal and external training</li><li>identifying and documenting training needs for ongoing compliance</li><li>seeking specialist financial advice on behalf of clients as required</li></ul>
Technology	<ul style="list-style-type: none"><li>conducting web searches and using corporate templates</li><li>operating computers and using word processing, spreadsheet and database skills to produce workplace documentation</li><li>using business technology to access, organise and monitor information</li><li>using research data devices and telecommunication devices and equipment</li></ul>

## Packaging Rules

**12 units** must be achieved:

**4 core units**

***plus 8 elective units***

- **4 elective units** must be selected from the elective units listed below.
- Up to 4 electives may be selected from units aligned to Diploma qualifications in the FNS10 Financial Services or another endorsed Training Package or accredited course.
- A maximum of 2 electives may be selected from units aligned to Certificate IV qualifications in the FNS10 Financial Services or another endorsed Training Package or accredited course.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

### ***Core units of competency:***

- FNSFMK505A Comply with financial services legislation and industry codes of practice
- FNCSUS503A Review business performance
- FNSORG504A Monitor and supervise work practices to meet financial services regulatory requirements
- FNSRSK502A Assess risks

### ***Elective units of competency:***

- BSBCMM401A Make a presentation
- BSBGOV403A Analyse financial reports and budgets
- BSBSUS501A Develop workplace policy and procedures for sustainability
- FNCSUS401A Participate in negotiations
- FNSISV501A Issue contracts of insurance covering non-routine and complex situations
- FNSISV506A Investigate claims
- FNSISV508A Review and advise on claims costs, policies and procedures
- FNSISV509A Analyse financial, medical and psychological claims assessment
- FNPSIM406A Develop and maintain knowledge of personal injury management insurance
- FNPSIM411A Manage personal injury case loads
- FNPSIM501A Develop a return to work, health strategy
- FNPSIM502A Facilitate workplace assessment with stakeholders for personal injury cases
- MSAPMSUP390A Use structured problem solving tools
- PSPGOV516A Develop and use emotional intelligence

- TAED402A Plan, organise and facilitate learning in the workplace

**NOTE** Certain elective units may be required to progress to membership of relevant professional organisations. Learners should establish such requirements where they apply in order to make appropriate choices.