



Australian Government

Department of Education, Employment and Workplace Relations

FNSPIM303A Work within the personal injury management sector

Revision Number: 1

FNSPIM303A Work within the personal injury management sector

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to apply industry and organisation procedures, guidelines, policies and standards to day-to-day work in the personal injury sector. It encompasses demonstrating a sound knowledge of the personal injury sector; the ability to access information on relevant legislation; understanding the sociological, physiological, and economic impacts of injury on workers; and undertaking consultation with stakeholders. This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.
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Application of the Unit

Application of the unit	This unit applies to all job roles in the personal injury sector.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Demonstrate a sound working knowledge of the personal injury sector	1.1. Demonstrate knowledge of the injury management process and the roles and responsibilities of stakeholders 1.2. Demonstrate knowledge of relevant personal injury and rehabilitation Acts, regulations and codes of practice 1.3. Demonstrate an understanding of the personal injury management authorities and organisations within Australia 1.4. Identify operations and assistance available from relevant personal injury management authorities 1.5. Explain appropriate dispute resolution processes within the personal injury sector 1.6. Identify personal injury management and other regulatory reporting requirements
2. Access information	2.1. Identify relevant Acts, regulations and codes of practice 2.2. Identify sources of information relating to relevant Commonwealth, State and Territory Acts, regulations and codes of practice
3. Demonstrate an understanding of the impact of an injury on a person	3.1. Define the range of terms used to cover the different types of injuries suffered by workers 3.2. Demonstrate an understanding of the impacts of an injury on a person 3.3. Demonstrate an understanding of the impacts of an injury on relevant parties 3.4. Identify the roles and skills of key stakeholders working within the personal injury sector 3.5. Outline the consultation and referral process required for engaging stakeholders in treating injured people 3.6. Maintain ongoing and participative communications with stakeholders (internal and external)
4. Undertake consultation with stakeholders	4.1. Describe the consultation and negotiation process 4.2. Identify relevant stakeholders within the personal injury sector 4.3. Provide accurate and timely verbal and written communication as required to support the consultation process 4.4. Provide accurate and timely feedback to

ELEMENT	PERFORMANCE CRITERIA
	stakeholders

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - determine and confirm information, using questioning and active listening as required
 - liaise with others, share information, listen and understand
 - develop an awareness of relevant stakeholders
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - perform calculations related to achieving required outcomes
 - use computer applications (word processing, spreadsheet, database) to assist in achieving required outcomes
 - access and update records electronically
 - use internet information
- literacy skills to read and interpret documentation from a variety of sources and record and consolidate relevant related information
- research and analysis for accessing and interpreting relevant information
- effective interpersonal skills
- organisation skills, including the ability to plan and sequence work
- assessment and problem solving skills
- relationship building skills
- research and analytical skills
- teamwork skills for working with relevant stakeholders

Required knowledge

- relevant industry codes of practice
- organisation policies and procedures
- relevant personal injury legislative and regulatory requirements
- relevant personal injury management systems
- terminology used for workers compensation, personal injury classifications and treatment

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- apply knowledge of the personal injury sector and relevant personal injury legislation, industry regulations and codes of practice
- access information relating to personal injury legislation
- identify the impacts of an injury to an injured person
- undertake consultations with stakeholders.

Context of and specific resources for assessment

Assessment must ensure:

- competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment
- access to and the use of a range of common office equipment, technology, software and consumables
- access to organisation records
- access to organisation policies and procedures.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:

- evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency
- observing processes and procedures in workplaces
- verbal or written questioning on underpinning knowledge and skills
- evaluating samples of work
- accessing and validating third party reports.

Guidance information for assessment

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Stakeholders</i> may include:	• allied health professionals • co-workers • employers • family members or significant others • insurers • medical and health providers • reviewing and consulting medical practitioners • the injured worker • treating medical practitioners • unions and union representatives • work colleagues • work trial hosts • workplace supervisors.
<i>Relevant personal injury and rehabilitation Acts, regulations and codes of practice</i> may include Commonwealth, State and Territory:	• disability discrimination Acts • equal opportunity Acts • industrial relations Acts • occupational health and safety (OHS) Acts • workplace relations, personal injury Act • workers compensation, personal injury Acts.
<i>Relevant personal injury management authorities</i> may include:	• ACT WorkCover • NT WorkSafe • Q-COMP, the Workers' Compensation Regulatory Authority in Queensland • Victorian WorkCover Authority • WorkCover Authority of New South Wales • WorkCover Corporation of South Australia • WorkCover Western Australia • Workplace Standards Tasmania (Department of Justice).
<i>Sources of information</i> may include:	• community organisations • information lines • legislation • organisation policies and procedures

RANGE STATEMENT	
	• pamphlets • professional journals • professional practice guidelines and codes of practice • quality assurance standards for vocational rehabilitation providers • relevant information seminars • websites.
<i>Different types of injuries suffered by workers</i> may include:	• disability • handicap • impairment.
<i>Relevant parties</i> may include:	• the employer • the family of the injured person.

Unit Sector(s)

Unit sector	Personal injury management
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		